

Welcome to 3 North East (3 NE)

Welcome to 3 North East (3NE), a 28-bed patient care unit in the Mark O. Hatfield Clinical Research Center (CRC) at the National Institutes of Health. Patients on 3NE take part in clinical research studies of the National Cancer Institute or the National Heart, Lung, and Blood Institute.

Knowing that this is a stressful time for you and those who care about you, the nursing staff has compiled this information about your hospital stay. It will answer many questions you may have about being a patient here, but it may not answer them all. Please do not hesitate to ask questions at any time.

General unit information

Nursing care

Primary nursing is practiced on 3NE. This means that a primary nurse will work with you and your doctors to plan and provide your care. A collaborating team of nurses will also be assigned to you. The goal of primary nursing is to provide quality nursing care to you and your family. Whenever you have comments about your care, feel free to speak to your primary nurse.

Visiting hours are daily from 9 a.m. to 9 p.m. If you have a roommate, please be considerate by observing the visiting hours and by limiting the number of people in your room. We realize family and friends are important; however, there is a need to balance the space in the room and the care needs of all patients. If you prefer, you may see your visitors in the activity

or waiting room. Before you go there, please inform your nurse.

Visitors

All visitors must wash their hands before and after entering patients' rooms to prevent the spread of germs. If a visitor has a cold or flu symptoms such as a cough or runny nose, they should not visit the CRC. We are interested in helping our patients get well, and even the common cold can set a patient back. If you have questions about visitors, please check with your nurse.

Visitors: children

When children under 13 years old visit, your nurse will ask you to fill out a form called a "Health Screening Tool." This form helps ensure that young visitors have had all their vaccinations and they do not have germs that could be passed to other patients. Please inform your nurse if you have children who are immediate relatives that wish to visit. Each child will be screened on an individual basis.

Leaving the unit

There may be times when you will be able to leave the unit to join patient activities or just to take a walk outside. Before you leave, please check with your nurse to make sure that you do not miss medications or tests. When you go, tell your nurse that you are leaving. If you plan to leave the CRC for a few hours or overnight, your doctor must write a "pass order." When you have a pass order, please tell your nurse when you are leaving, when you plan to

return and where you can be reached. There may be times when your nurse or doctor will ask you not to leave 3NE. This is to protect you during a time when your condition or treatment requires a nurse to be close by.

Smoking

Smoking is not permitted in any building on the NIH campus, including the Clinical Research Center (CRC). Smoking is banned on all CRC patient care units and throughout the building, including stairwells and parking garages. Smoking is also prohibited within 100 feet of all entrances and hospital smoke-free zones. We expect that you will not smoke while you are here at NIH. If this is a concern for you, please speak to your nurse or doctor.

Flowers/plants

You can put flowers and plants in your room if you have normal white blood cell counts. If you receive flowers or plants, please check with your nurse before placing them in your room. As alternatives, we encourage balloons, pictures, or artificial flowers.

Unit routines

Vital signs

When you are admitted, your nurse will check your temperature, pulse, respiratory rate, and blood pressure. He or she will also place a light monitor on your finger to check the amount of oxygen in

your blood. These “vital signs” will be taken periodically to track your progress. The usual times for checking vital signs are 8 a.m., 4 p.m., and midnight. Vital signs may be taken more often or on a different schedule depending on your treatment or condition (for example, every 4 hours when you have low white blood cell counts*). Your height and weight will also be measured when you are admitted. You will be weighed each morning about 6 a.m. (after your blood is drawn) if your protocol requires this information.

Medications

If you brought medications with you, give them to your nurse or ask a family member to take them home. Medications given to your nurse will be returned to you before you leave the hospital, along with new medications your NIH doctor has prescribed. Please do not leave the hospital until you get all your medications.

Tests

As part of your protocol, you will need x-rays and other tests. Your doctor or nurse will tell you the reason for each test and what happens before, during and after it. Some tests require a consent form, which your doctor will ask you to sign before the

* *Neutropenia* is the medical term for having low white blood cell counts. You may hear your nurse or doctor use this term during your care.

test is done. Please ask questions if you do not understand what has been explained. Your nurse may also give you written information about these tests. Your blood will be drawn every morning. You can get a copy of your blood work results by asking your nurse.

Special Note

While you are a patient on 3NE, do not take medications, herbs or vitamins you brought from home-- they may interfere with your treatment.

This includes over-the-counter medications or prescriptions you received in the past. Tell your nurse about any medication, herb, or vitamin that you take at home.

Intake and output

It may be important during your treatment to monitor how much you eat and drink (intake) and how much you use the bathroom (output). Your nurse may ask you when to start and stop keeping intake and output measurements.

Rounds

Doctors, nurses, and other health professional visit patients and discuss their health status and the doctors may want to examine you and talk to you about your progress. This is a good time to ask questions or share concerns. You may find

it helpful to write your questions down before the doctors' visit you.

Telephones

Each patient will have a bedside telephone. Listed below are the telephone numbers for each room on 3NE.

The phone number for the nurse station is: 3NE: 301-451-0440.

Local calls can be made from the bedside telephone by pressing "9," area code, and then the number. To make a collect call or bill telephone charges to your credit card, press "0." You may not charge calls to your bedside telephone number. Please do not use the black phones in the hallway: they are for staff only.

Telephone Numbers on 3 NE			
3 NE Room Numbers North	Telephone Numbers	3 NE Room Numbers South	Telephone Numbers
3-1472 A	301-451-3258	3-2472 A	301-451-5201
3-1472 B	301-451-3259	3-2472 B	301-451-5202
3-1464	301-451-3260	3-2464	301-451-5203
3-1460	301-451-3261	3-2460	301-451-5204
3-1452 A	301-451-3262	3-2452 A	301-451-5205
3-1452 B	301-451-3263	3-2452 B	301-451-5206
3-1448	301-451-3264	3-2448	301-451-5207
3-1440	301-451-3265	3-2440	301-451-5208
3-1436	301-451-3266	3-2436	301-451-5209
3-1428	301-451-3267	3-2428	301-451-5210
3-1424	301-451-3268	3-2424	301-451-5211
3-1416	301-451-3269	3-2416	301-451-5212
3-1412	301-451-3270	3-2412	301-451-5213
3-1406	301-451-3271	3-2404	301-451-5214

3NE has a telephone for making free long-distance calls within the United States, 24 hours a day. This telephone is located in the hallway of 3NE near the Activity room. To place a call, press “9,” then “1,” followed by the area code and phone number. Only patients and their family members may use this telephone, and calls should be limited to 10 minutes. Please be considerate of others waiting to use this telephone.

Meals and snacks

The Nutrition Department makes your meals and serves them at your bedside while you are in the hospital. Meals are served as room service. Meals can be ordered between 6:30 a.m. and 6:30 p.m. Meals are generally served within 45 minutes of ordering. Your nurse will give you a menu of items available at each meal.

If you are out on a pass and will not return before 6:30 p.m., please call and order from the deli menu items and the Nutrition Department will deliver your meal to the patient refrigerator on 3NE, labeled with your name, located in the hallway. The room service phone number is 301-451-FOOD or 301-451-3663.

Personal refreshments

If you bring food from home or want to save food from your tray, please label it with your name and date and place it in the hallway refrigerator on 3NE. Unlabeled food will be discarded.

Patient refreshment area

A patient refreshment area is located in the hallway on 3NE. The refreshment area includes a microwave, ice machine, instant coffee, tea bags, hot chocolate, and condiments such as sweeteners, salt, and pepper. There are also packages of cereal, crackers and instant soups. Your nurse will give you a water pitcher and cups.

Mail

Mail is delivered to 3NE Monday through Friday during daytime hours. Family and friends should be sure to write your name and “3NE Patient Mail” on the envelope. If you want to mail letters yourself, go the self-service Post Office on the B1 level of the Clinical Center. Mail received on 3NE after you go home will be forwarded to your home address.

Your address at the NIH Clinical Center

Your name
NIH Clinical Center
Patient Care Unit 3 NE, Room _____
10 Center Drive, MSC 1000
9000 Rockville Pike
Bethesda, MD 20892

Please note: Mail sent to you at NIH from your home will be slower than you expect.

Computer access

Each patient room has a computer for patients at the bedside. The computer

offers access to the Internet, games, and up-to-date information on cancer research, protocols, and treatments. Instructions for computer use are available from your nurse. If you need more information about the computer, just ask at the nurses' station.

Valuables

Please do not keep large amounts of money, jewelry, or other important items in your room. Give valuables to your family, or have them locked in the cashier's office on the first floor of the Clinical Center. If you go to surgery, the nursing staff can lock up jewelry, watches or small amounts of money until you return. You may also give these items to your family before surgery. Unfortunately, we cannot secure electronic devices such as computers, or CD or tape players.

Discharge from the Hatfield Clinical Research Center

Before you leave 3NE to go home, your doctor and research nurse will authorize any travel orders, schedule return appointments, and order medications to be taken at home. Your nurse will tell you about the purpose and side effects of these medications. Your nurse will also talk with you about any symptoms you should report to your doctor. He or she will give you a discharge packet including written instructions about your medications and care at home.

There are a few other things you should check to make sure your discharge goes smoothly:

- ▶ Make sure any medications you gave to your nurse upon admission are returned to you.
- ▶ Retrieve all valuables or clothing locked up during your stay.
- ▶ On the day you leave for home, please do not leave the unit until you have spoken with your nurse.

Other Hatfield Research Center Services

Recreation therapy

Recreation therapy helps patients improve their functioning and independence and reduces the side effects of illness and treatment. For example, recreation therapy can help you cope with your illness through relaxation and guided imagery. A trained recreational therapist is assigned to 3NE.

Recreation therapists can also help you with the following: limited mobility, fatigue or lowered endurance, pain, feelings of isolation, changes in mood, fear, anger, anxiety, loss of interest in activity, boredom, confusion and limited ability to concentrate. Do not hesitate to ask your doctor or nurse to request a visit from the recreation therapist.

The recreation therapy section on the 7th floor also offers these services:

- ▶ Relaxation classes
- ▶ Arts and crafts
- ▶ Tai Chi
- ▶ Games-table and board
- ▶ Library

- ▶ Playroom for patients and visitor 12 years old and younger
- ▶ Community outings
- ▶ Bingo
- ▶ Other classes such as yoga; Look Good, Feel Better; and Healthy Cooking

All these activities are available to you, but you need your doctor's or nurse's permission to leave the unit and take part in them. Please refer to the Recreation Therapy Calendar of Events (posted in your room) for a schedule of activities.

Information about patient activities

The bulletin board in the 3NE Activity room has information about shuttle schedules, recreation therapy activities, hospital events, and special programs such as “Look Good, Feel Better.” Please feel free to read the posted announcements. You may also want to go to the Activity room for board games, cards and puzzles.

TV

In addition to the major network channels, your bedside television gets the hospital theater on Channel 120. The program listing is posted on the bulletin board in your room. VCRs and video games are also available through the Recreation Therapy Section. There is also a big screen television located in the Activity room on 3NE.

Social Work services

The first time you are seen in the clinic, a social worker will be assigned to you.

This staff member can give you information about local housing for your family and help arrange for special equipment and supplies you may need after discharge. The social worker knows public and private agencies that may be able to help you with personal, financial, and health care needs. Let your nurse know if you wish to talk with your social worker.

Spiritual care

Chaplains are available for personal visits with you and your loved ones. The services of the Spiritual Ministry Department are available to members of all faiths as well as for those who are not affiliated with a particular faith group. An interfaith chapel located on the 7th floor of the Clinical Center is open 24 hours a day for mediation and prayer. Scriptures and religious literature of most faiths are available upon request. Religious services are scheduled at these times:

- ▶ Catholic—Friday at 11:15 a.m. and Saturday at 4 p.m.
- ▶ Islamic—Friday at 2 p.m. Purification rooms are located adjacent to the chapel.
- ▶ Protestant—Sunday at 10 a.m.

Clinical Center clergy routinely visit patients and their families. Feel free to request their services through your nurse.

Pain and palliative care team

The NIH pain and palliative care team consists of doctors and nurses who are experts in pain and symptom management. They may visit you and ask questions about your pain and other issues

such as nausea, constipation, emotions, and activities. They may make recommendations to you and your doctor about medications and activities such as massage, music therapy, art therapy, acupuncture, rehabilitation, and recreation therapy.

Cafeterias

The Hatfield Clinical Research Center has two cafeterias-both are located in the Magnuson Center, one on the B1 level and another on the 2nd floor. The hours are different for each, so please check at the nurses' station for cafeteria hours.

In the CRC there are vending machines located outside the 3 SW ICU. On the first floor there is a coffee shop, snack bar, and a gift shop open Monday through Friday from 7a.m. to 5 p.m.

In the Magnuson Center there are vending machines are location outside the 2nd floor cafeteria. On the B1 level, there is a snack bar open Monday through Friday from 7 a.m. to 4 p.m. You can also buy books, toiletries, and other items there.

Other facilities

B1 level

- ▶ Gift shop: open Monday through Friday from 8 a.m. to 4:30 p.m.
- ▶ Barber and beauty shop
- ▶ Laundry (Laundry soap and tokens to operate the washer and dryer are available at the nurses' station.)
- ▶ Bank

First floor of the Hatfield Clinical Research Center

- ▶ Coffee shop/snack bar
- ▶ Gift shop

As a patient, you are welcome to use any of these facilities, but it is important to tell your nurse before you leave the unit. You will also need to sign out on the clipboard at the nurses' station.

The 3NE nursing staff will try to make your hospital stay as comfortable as possible. If you have questions or suggestions during your stay with us, please do not hesitate to voice them.

This information is prepared specifically for persons taking part in clinical research at the National Institutes of Health Clinical Center and may not apply to patients elsewhere. If you have questions about the information presented here, talk to a member of your health care team.

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Questions about the Clinical Center?
<http://www.cc.nih.gov/comments.shtml>



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