



Welcome to 2 East

Welcome to patient care unit 2 East, a 26-bed (13-room) patient care unit in the Clinical Center at the National Institutes of Health (NIH). Patients on 2 East take part in clinical research studies of the National Cancer Institute. These studies involve cancer surgery and immunotherapy.

Knowing that this is a stressful time for you and for those who care about you, the 2 East 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.

Part 1: General unit information

Nursing care

Primary nursing is practiced on 2 East. 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. Whenever you have comments about your care, feel free to speak to your primary nurse or the head nurse of 2 East.

Visiting hours

Visiting hours are daily from 9 a.m. to 9 p.m. Each patient may have two visitors in the room at once. Please be considerate of your roommate by observing the visiting hours and by limiting the number of people in your room.

If you prefer, you may see your visitors in the patient solarium. But before you go there, please inform your nurse.

Visitors: children

Visitors may be any age, but when children visit, your nurse will ask you to fill out a form called a “Health Screening Tool.” This form helps ensure that your young visitors have had all their vaccinations and that they do not have the flu or other germs that could be passed to other patients. Your nurse will be happy to give you this form when you need it.

Leaving the unit

There may be times when you will be allowed 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, sign out at the nurses’ station and tell your nurse that you are leaving.

If you plan to leave the Clinical Center 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 asks you not to leave 2 East. This is to protect you and your health and will be due to your condition or treatment.

Smoking

Smoking is not permitted in any building on the NIH campus, including the Clinical Center. Smoking is banned on all Clinical Center 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 with your nurse or doctor.

Part 2: 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 6 a.m., 10 a.m., 2 p.m., 6 p.m., and 10 p.m. Vital signs may be taken more often or on a different schedule depending on your treatment or condition.

Your height and weight will also be measured when you are admitted. You will be weighed each morning at about 6 a.m. if your protocol requires this information.

Medications

While you are a patient on 2 East, do not take medications, herbs, or vitamins that 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.

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 your medications.

Tests

As part of your protocol, you will probably need x-rays or tests. Your doctor and 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 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.

Pager

A pager is available for you or family members. It can be used if you want to leave the unit or the building for a short period of time. Your family members can also use the pager if they would like to leave but need to know your condition or treatment. If you would like to use the pager, please ask your nurse.

Rounds

During the week, rounds take place twice a day—in the morning and late afternoons. At rounds, doctors and other health professionals visit patients and discuss their health status and health care plans. The group that visits you will include doctors, nurses, medical students, and other members of the health care team.

During rounds, the doctors may wish to examine you and talk to you about your progress. This is a good time to ask questions or share concerns. It is helpful to write them down before the doctors visit you.

Telephones

You and your roommate will each have a bedside telephone, with a common number to both. Patient rooms on 2 East have the following telephone numbers:

Local calls

You may make free local calls from your bedside telephone. To make a local call, press “9” and the number, including the area code.

<i>2 East room numbers</i>	<i>telephone numbers</i>
205	301-402-3848
207	301-402-3849
209	301-402-3850
211	301-402-3851
213	301-402-3852
215	301-402-3853
217	301-402-3854
219	301-402-3855
221	301-402-3856

<i>2 East room numbers</i>	<i>telephone numbers</i>
223	301-402-3857
225	301-402-3859
227	301-402-3859
229	301-402-3860

Credit card or collect calls

To call collect or bill telephone charges to your credit card or home telephone number, press “0.” You may not charge calls to your bedside telephone number.

Long-distance calls

2 East has telephones for making free long-distance calls, 24 hours a day. These telephones are located on the wall outside room 229 and in the family conference room across the hall.

To place a call, press 9-1-area code-number.

Only patients and their family members may use these telephones, and calls should be limited to 10 minutes. Please be considerate of others waiting to use these telephones.

Meals and snacks

The Nutrition Department makes your meals and serves them at your bedside while you are in the hospital. Meals are served on the unit at approximately these times:

<i>Meal times</i>	
Breakfast	8 to 8:30 a.m.
Lunch	12:30 to 1 p.m.
Dinner	5:30 to 6 p.m.

Please note: After the kitchen closes at 6:15 p.m. there can be no menu changes or food deliveries.

Filling out your menu

Each day, a menu will be given to you with your breakfast tray. Use a pencil to mark your choices. Nutrition Department staff will pick up your menu when food trays are collected.

Changing your menu choices

If you need to make changes in your diet or menu choices after your meal tray comes, please tell your nurse. He or she can help you add or change items. If you have questions about the menu or your diet, your nurse can ask the dietitian to speak to you.

Patient refreshment area

A patient refreshment area is located in the hallway across from room 213. It includes a refrigerator where you may store food brought to you from outside. Any food you store there must have your name and a date written on it. The refreshment area also includes a microwave, ice machine, water, instant coffee, tea bags, and condiments such as sweeteners, salt, and pepper. There are also packages of cereal, crackers, and instant soups.

Other refreshments

A refrigerator in the treatment room next to the nurses' station holds refreshments such as milk, juice, soda, popsicles, and ice cream provided by the Nutrition Department. Please do not place other foods in this refrigerator.

Mail

Mail is delivered to 2 East Monday through Friday during daytime hours. Family and

friends should be sure to write your name and "2 East Patient Mail" on the envelope.

If you want to mail letters yourself, go to the self-service post office on the B1 level of the Clinical Center.

Mail received on 2 East after you go home will be forwarded to your home address.

Your address at the Clinical Center

Your Name
2 East Patient Mail
National Institutes of Health
Clinical Center, Building 10
10 Center Drive, MSC 1522
Bethesda, MD 20892-1522

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

Computer access

The 2 East solarium has a computer for patients and their families. The computer offers access to the Internet, games, and up-to-date information on cancer research, protocols, and treatments. Instructions for computer use are posted next to the computer. If you need more information about the computer, just ask at the nurses' station.

Valuables

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 Clinical Center

Before you leave 2 East to go home, your doctor 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 written instructions about your medications or 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 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.

Health problems at home

If you have health problems at home, contact your local doctor. If your concern is related to your treatment at NIH, call 2 East 24 hours a day at 301-496-3191. The nursing staff will contact your NIH doctor for you.

Part 3: Surgical intensive care unit (SICU)

If your condition needs closer monitoring during your stay, you will be taken to the surgical intensive care unit. In the SICU, you will be able to receive medications and monitoring that are not available on 2 East.

If you are scheduled for surgery, your doctor may plan for you to be taken directly from the operating room to the SICU. Before surgery, your 2 East nurse will arrange for you to tour the SICU and talk with a nurse from that unit.

Personal belongings in the SICU

Because of limited space in the SICU, you may take only personal items such as toiletries, robe, and slippers. You may store other belongings in a secured locker until you go back to 2 East. Please give other valuables to a family member.

Guidelines for visitors to the SICU

Visiting hours are from 10:30 a.m. to 9 p.m. Patients are allowed two visitors at a time. They may stay as long as they wish except during shift changes (3 p.m. and 7 p.m.), during physician rounds, or unless they are asked to leave by a nurse because of unit activities or patient care. Visitors may enter the SICU after they speak with a staff member through the intercom just outside the unit's doors. Please remind family and friends that flowers cannot be sent to the SICU.

Part 4: Other Clinical Center Services

Recreation therapy

Recreation therapy helps patients improve their functioning and independence as well as reduce 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 recreation therapist is assigned to 2 East.

Recreation therapists can also help you with the following: limited mobility, fatigue or lowered endurance, pain, 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 14th floor also offers these services:

- relaxation classes
- arts and crafts
- Tai Chi
- games—table and board
- library
- playroom for patients and visitors 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 at the solarium end of the hallway 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 two cabinets in the hallway near the solarium for board games, cards, puzzles, crafts and art supplies, putting green (with putter), and limited supplies for children.

TV

In addition to the major network channels, your bedside television set gets the hospital video theater on Channel 10. The program listing is posted on the bulletin board in your room.

Volunteer services

The Clinical Center's Red Cross volunteers will visit you at your request on weekdays. Please speak to your nurse if you would like a visit. Red Cross volunteer services include the following:

- Providing coffee and cookies for patients and their visitors Monday through Friday 9 a.m. to 3 p.m. in the SICU waiting area.

- Running errands or making purchases from the hospital gift shop or newspaper stands.
- Providing writing paper and envelopes.
- Helping with writing and mailing letters.
- Wrapping packages to be mailed. (Please ask your social worker to arrange for help with mailing packages.)

Social work services

The first time you are seen in the clinic, a social worker will be assigned to you. This staff member can help you find local housing for your family or 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 ministry

The Clinical Center has two chapels that can be used by patients and families. The chapel on the 8th floor (room 8C436) is always open. The chapel on the 14th floor holds regular services on the following schedule:

- Catholic—daily at 11:15 a.m.
- Protestant—Sunday at 10 a.m.
- Islamic—Monday through Friday at 1:30 p.m.
- Jewish—Friday at 4:30 p.m.

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

Cafeterias

The Clinical Center has two cafeterias, 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.

Vending machines/Snack bar

Vending machines are located outside the 2nd-floor cafeteria. On the B1 level, there is a snack bar that is 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.)

First floor of the Clinical Center

- Coffee 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 2 East 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.



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This information is prepared specifically for patients participating in clinical research at the Warren Grant Magnuson Clinical Center at the National Institutes of Health and is not necessarily applicable to individuals who are patients elsewhere. If you have questions about the information presented here, talk to a member of your healthcare team.

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National Institutes of Health
Warren Grant Magnuson Clinical Center
Bethesda, MD 20892

Questions about the Clinical Center?
OCCC@cc.nih.gov