



Welcome to 3 North West (3NW) Medical & Surgical Oncology

Welcome to patient care unit 3 North West (3NW), a 32-bed patient care unit in the Hatfield Clinical Research Center at the National Institutes of Health (NIH). Patients on 3NW take part in clinical research studies of the National Cancer Institute. These studies involve cancer surgery, chemotherapy, immunotherapy, or radiation therapy.

Knowing that this is a stressful time for you and for those who care about you, the 3NW 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

Leadership team

Nurse Manager:

Susan Johnson

Clinical Nurse Specialist:

Paula Muehlbauer

Nursing Care

A team of nurses will be assigned to work with you and your doctors to plan and provide your care as a research study participant. Whenever you have comments about your care, feel free to speak to your nurse or to the Nurse Manager of 3NW.

Visiting hours

Visiting hours are daily from 9am to 9pm. Each patient may have two visitors in the room at a time. 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 activity room, but please check with your nurse first.

Visitors

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 hospital for a few hours or overnight, your doctor/nurse practitioner 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/nurse practitioner asks you not to leave 3NW. 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 Hatfield Center. Smoking is banned on all 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/nurse practitioner.

Part 2: Unit routines

Patient call system

You may see your nurse carrying or talking on a wireless phone. This phone works only within the Hatfield Center and allows your nurse to answer calls from patient rooms, communicate more efficiently with nurses and doctors on 3NW, and allows the unit to operate smoothly with less noise from overhead paging. Sometimes the phone will ring while your nurse cares for you. If this happens, your nurse will need to stop for a moment to

answer the phone. Usually, your nurse can finish your care after the call. Occasionally, the call will alert your nurse to a serious problem or emergency. If your nurse needs to leave your room, he or she will return as soon as possible.

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 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 6am if your protocol requires this information.

Medications

While you are a patient on 3NW, 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, ask a family member to take them home or give

them to your nurse. Medications given to your nurse will be stored in a locked location and returned to you before you leave the hospital, along with new medications your NIH doctor/nurse practitioner 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/nurse practitioner 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.

Rounds

During the week, rounds usually 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. In addition to doctors/nurse practitioners, the group that visits you may include nurses, dietitians, social workers, medical students, and other members of the health care team. During rounds, the doctors/nurse practitioners 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/nurse practitioners visit you.

Part 3: 3NW services

Telephones

You will have a bedside telephone available to you. If you have a roommate, each person will have a separate telephone number. Your room number and your phone number are posted on the dry erase board near your bed.

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.

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

You may make free long distance calls from your bedside telephone. To place a call, press 9-1-area code-telephone number. 3NW also has two telephones off the unit for making free long distance calls, 24 hours a day. One phone is located in the Phone Room located in room 3-2730 in the back corridor. The second phone is located in the activity room. To place a call, press 9-1-area code-telephone 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 or snacks can be ordered from Room Service by dialing 301/451-FOOD (3663). The Room Service menu is located at your bedside. If you require a special diet, you may be asked make your selections on a paper menu. Meals or snacks may be ordered between 6:30am and 6:30pm. Meals or snacks are usually delivered within 45 minutes of your order. Please remember that meals are for patients only.

Patient refreshment area

A patient refreshment area is located on 3NW. This area has a refrigerator, ice machine and microwave. The refrigerator is for food brought to you from outside or for food from your tray that you want to save for later. Any food you store there must have your name and a date written on it. The refreshment area includes water, instant coffee, tea bags, hot chocolate and condiments such as sweeteners, salt and pepper. There are also packages of cereal, crackers and instant soups. Other items such as milk, juice, soda, popsicles and ice cream are provided by the Nutrition Department and are available for patients. Please let your nurse know if you would like one of these.

Laundry

The patient laundry room is located in room 3-2734 just outside the rear doors of 3NW. Please let your nurse know if you would like to use the laundry room.

Mail

Mail is delivered daily to 3NW Monday through Friday during daytime hours. Special delivery and registered mail will be distributed as soon as it arrives. Family and friends should be sure to write your name and "3NW Patient Mail." You may mail letters by placing them in the outgoing mail at the 3NW front desk or at the self-service post office on the B1 level of the Magnuson Center. Please note: Mail sent to you at NIH from your home will be slower than you expect.

Your Address at the Hatfield Center

Your Name
3NW Patient Mail
National Institutes of Health
Hatfield Clinical Research Center
Building 10
10 Center Drive
Bethesda, MD 20892

Computer access and television

Each bed on 3NW has a television and a computer for patient use. In addition to the major network channels, your bedside television gets the hospital video channel and cable TV. The computer offers access to the internet, e-mail, games, and up-to-date information on cancer research, protocols and treatments. You may also use the computer to watch DVDs.

3NW activity room

The activity room is located in 3-2740 just outside the rear doors of 3NW. Inside you will find comfortable chairs for socializing as well as a computer and a television.

Visitor restrooms

Visitor restrooms are located just outside the front doors of 3NW in rooms 3-2609 and 3-1609 as well as room 3-2370 just outside the rear doors of 3NW next to the activity, phone and laundry rooms.

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 when you are admitted. If you go to surgery, the nursing staff can lock up jewelry, watches, or small amounts of money as well as your suitcase and clothing items until you return. You may also give these items to your family before surgery.

Part 4: Intensive Care Unit

If your condition needs closer monitoring during your stay, you may be taken to the 3SE intensive care unit (ICU). In the ICU, you will be able to receive monitoring and medications that are not available on 3NW. If you are scheduled for surgery, your doctor may plan for you to be taken directly from the operating room to the ICU. Before surgery, your 3NW nurse will arrange for

you to tour the ICU and talk with a nurse from that unit.

Personal belongings in the ICU

Because of limited space in the ICU, you may take only personal items such as toiletries, robe, and slippers. You may store other belongings in a locked room until you return to 3NW. Please give other valuables to family members.

Guidelines for visitors to the ICU

Visiting hours are flexible and depend on the patient's condition. Patients are allowed two visitors at a time. They may stay as long as they wish except during shift changes, physician rounds, or unless they are asked to leave by a nurse because of unit activities or patient care. Visitors may enter the ICU after they speak with a staff member through the intercom just outside the unit's doors. Please remind family and friends that flowers and plants can't be sent to the ICU.

Part 5: Discharge from the Hatfield Clinical Research Center

Before you leave 3NW to go home, your doctor/nurse practitioner will authorize 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 to you about

symptoms you should report to your doctor/nurse practitioner. 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.
- Make sure you have all your discharge medications and your return appointment date.
- On the day you leave for home, please do not leave until you have spoken with your nurse.

Health problems at home

If you have health problems at home, contact your local doctor/nurse practitioner. If your concern is related to your treatment at NIH, call your NIH clinic during regular business hours. If it is in the evening, on a weekend or holiday or if you have difficulty reaching someone in the clinic, you may call 3NW at 301-451-0789. The nursing staff will contact your NIH doctor/nurse practitioner for you.

Outpatient pharmacy

If your doctor/nurse practitioner prescribes drugs to take home that are related to your research study, they will be filled at the Outpatient Pharmacy.

The Outpatient Pharmacy dispenses prescriptions and provides medication counseling to patients and their guardians for medications to be taken outside the hospital. The Outpatient Pharmacy is located on the first floor. The pharmacy hours are:

- Monday through Thursday 8:30 a.m. to 6 p.m.
- Friday 8:30 a.m. to 8 p.m.
- Weekends and holidays 8:30 a.m. to 12:30 p.m.

Prescriptions from outside doctors can't be filled by the Clinical Center pharmacy.

Part 6: Other hospital services

Banking

A variety of financial services are available to you from the NIH Federal Credit Union (NIHFCU). You do not need to be a member to cash personal checks although some restrictions apply. The NIHFCU Clinical Center branch is located on the B1 level of the Magnuson Center. The hours are:

- Monday through Thursday 8 a.m. to 4 p.m.
- Friday 8 a.m. to 6:30 p.m.
- Saturday 8:30 a.m. to 1 p.m.

Full service ATMs are located outside the B1 branch and at the top of the escalators near the 2nd floor cafeteria.

Barber/ Beauty Shop

The barber/beauty shop is located on the B1 level of the Magnuson Center and is open Monday through Friday from 7 a.m. to 5:30 p.m. Appointments and prices for services can be obtained by calling 301-496-3019 for the barber shop, 301-496-2765 for the beauty shop

Business Center

The new Business Center is located on the 1st floor of the Hatfield Center, room 1-2480. The Center is open Monday through Friday 9am to 4pm to patients and their families. Hospitality staff and volunteers stationed in the main north lobby of the Hatfield Center will provide access and help to users. Four PCs and 4 MACs (all with Internet connection) as well as a combined printer/copier/FAX and telephones are available

Cafeteria

For family and visitors, there are two cafeterias 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.

Snacks and vending machines

In the Hatfield Center, there is a Café in the lobby and vending machines on the 3rd, 5th and 7th floors. In the Magnuson Center, there are vending machines next

to the 2nd floor cafeteria and a snack bar on the B1 level that is open Monday through Friday from 7 a.m. to 4 p.m. The snack bar also sells books, toiletries, and other items.

Gift shop

The gift shops are located in the Hatfield Center lobby and on the B1 level of the Magnuson Center. Hours are Monday through Friday from 8 a.m. to 4 p.m.

Library

A well-stocked library is located on the 7th floor. There is a selection of current best sellers, reference, foreign language, large print, picture and audio books. Music CDs and videotapes are also available. Books may be checked out for two weeks to inpatients, outpatients and their family members. The library subscribes to many magazines and several newspapers. If you are unable to visit the library, you can choose reading materials from the library cart that visits 3NW each week or call the library to have a volunteer or member of the library staff bring library materials to you. The library also offers special services such as:

- Instruction in basic computer skills so you may better use the computer in your room
- Special items such as CD players, guitars and special visual aids.

You may return books to the library yourself or you may call the library staff for pick-up.

Library hours are Monday through Thursday 11 a.m. to 6 p.m. and Friday through Saturday 11 a.m. to 4 p.m. You may call the library at 301-451-7603 for assistance or information.

Pain and Palliative Care Services

The Pain and Palliative Care Service may be consulted to assist with your care. The team consists of doctors, nurse practitioners, and nurses who specialize in pain management. Please ask your nurse or doctor/nurse practitioner if you are interested.

Patient Representative

The Patient Representative is a link between you and the hospital and is available to talk to you about your rights and responsibilities, your role in the research process, and to help you understand what the Clinical Center is, what it can offer and how it operates. If you have an unanswered question or feel there is a problem you would like to discuss, you can call the Patient Representative. The sooner your concerns are known, the easier they are to address. You may reach the Patient Representative at 301-496-2626. Calls made after 5pm or on weekends or holidays will be returned the following business day.

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. Do not hesitate to ask your doctor/nurse practitioner or nurse to request a visit from the recreation therapist.

Recreation therapy also offers these services:

- Relaxation classes
- Arts and crafts
- Tai Chi
- Games-table and board
- Library
- Playroom for patients and visitors 12 years of age and younger
- Community outings
- Bingo
- Other classes such as yoga, Look Good, Feel Better and Healthy Cooking.

All of these activities are available to you but you need permission from your doctor/nurse practitioner to leave the unit and take part in them. Please refer to the Recreation Therapy Calendar of Events in your room for a schedule of activities.

Religious Services and Ministry

The Department of Spiritual Ministry is available to support your spiritual needs. The chaplaincy staff is available for personal visits with you and your loved ones. Catholic, Islamic, Jewish and Protestant chaplains hold regular services in the Inter-Faith Chapel on the 7th floor. The 7th floor chapel is usually open for your use. If your faith is not represented within the staff, the chaplains will contact your faith group representative on your behalf. Scripture and religious literature of most faiths are available upon request. Let your nurse know if you would like a chaplain visit.

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 would like to talk with your social worker.

Volunteer services

Red Cross volunteers provide a variety of hospitality services to make patients and their families feel welcome and more comfortable. Most volunteers can be recognized easily by their uniforms and volunteer patch. Services provided include accompanying patients to appointments, language interpretation, visiting, shopping assistance, letter writing. If you would

like a helpful hand or have a special need, let your nurse know or call the volunteer program office at 301-496-1807 or visit them in room 2-3581. The office hours are Monday through Friday 8am to 4:30 p.m.

The 3NW 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 let us know. Your safety, care and comfort are very important to us.



6/06

This information is prepared specifically for patients participating in clinical research at the NIH 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 health care team.

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National Institutes of Health
NIH Clinical Center
Bethesda, MD 20892

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