

NIH Clinical Center Patient Education Materials

Welcome to 3 Northeast (3NE)

Adult Hematology, Oncology, Transplant Inpatient Unit

Contact Information

Phone: 301-451-0440

Fax: 301-480-3073

Visiting Hours

9a.m. - 9p.m.

The Clinical Research Nurses on 3NE Inpatient Unit care for adults are enrolled in a variety of National Institutes of Health (NIH) research studies. Our team works together to give you the best care during your time at the Clinical Center. Here is some information about what you and your family can expect.

What happens when you arrive?

When you first get here, a Clinical Research Nurse will check you in and give you a tour of our unit.

Please tell us right away if you have:

- Signs of infections (fever, runny nose, diarrhea)
- A history of being on isolation
- Respiratory (breathing) symptoms; if so, please ask for a mask and put it on right away
- MRSA, VRE, CRE, KPC or any other similar infection (or a history of these infections)

Next, your nurse will:

- Check your height, weight, and vital signs (like temperature and blood pressure)
- Ask you to give blood, urine, or sputum (spit) samples for lab testing

What are isolation precautions?

If you have a disease that could spread to others, then we may ask you to wear a mask while in the hospital. You may also need to follow rules about leaving the room. Your nurse or doctor will explain what to do. By following these rules, your family can help stop the spread of diseases.

Do you need identification?

We will give you an ID bracelet to wear on your wrist. Please understand that you need to keep it on at all times. The ID bracelet will serve as identification for lab collection and medication administration at NIH.

What should you bring with you?

Please bring an up-to-date list of your medicines and dosages with you, including over-the-counter and herbal medications and vitamin supplements. Let your nurse know if you have any drug allergies.

If you did bring in medicine, take it home with you, or give it to your nurse. If you need medicine, our doctors will prescribe it. You should stop using any medicines or supplements that you brought from home. If your NIH doctor prescribes medicines to take home that are related to your research study, they will be filled at the Outpatient Pharmacy on the first floor. The hours are:

- Monday –Thursday: 8:30a.m. - 6p.m.
- Friday: 8:30a.m. - 8p.m.
- Weekends and Holidays: 8:30a.m. - 12:30p.m.

We suggest that you leave valuables (like jewelry or large sums of money) at home. If you do bring them, take them to the cashier on the first floor. The cashier will put them in a locked vault and give you a receipt.

What can you expect during your visit?

We treat adult patients taking part in clinical research studies for:

- Malignant hematologic disorders
- Non-malignant hematologic disorders
- Some solid tumors
- Immunological disorders

We offer many kinds of treatments, including:

- Bone marrow transplants
- Peripheral blood stem cell transplants
- Umbilical cord transplants
- Donor Lymphocyte Infusions (DLI)
- Chemo-biotherapy treatment
- Care for complications of Cancer or Transplant treatment

Every day, doctors, nurses, and other health care professionals will visit you to talk about your health and your progress. They will make sure that you understand your disease, medications, treatment, and any issues that come up. These visits are a great time to ask questions and share your concerns.

You can also expect a nurse to check your vital signs throughout the day. Every morning between 4a.m. and 6a.m., a nurse will check your weight and get a blood sample for lab testing.

You will need tests like x-rays or blood tests for both the research study and your medical care. Your doctor or nurse will talk to you about why you need the test and what happens before, during, and after the test.

For some tests and procedures, you will need to sign a consent (permission) form. Your doctor will ask you to sign the form before we do the test. If you have any questions, please ask your doctor.

You can visit other areas within the Clinical Center, but, before going, please:

- Check with your nurse to see if you are scheduled for any tests or medications.
- Tell your nurse that you are leaving. This is important in case we need to find you for anything.

Your doctor may give you a “pass order” to let you leave for a few hours or overnight. If you leave the unit, please tell your nurse when you are leaving, when you will be back, where you are going, and how to contact you.

Are computers, TVs, and phones available?

Telephones are available in each patient room, and you may make free local calls. Most rooms have a combination TV and computer with free wireless internet.

How do you receive meals?

You can use the menu in your room to choose your meals. We will serve all of your meals in your room between 6:30a.m. and 6:30p.m. To order, press 3 on the phone in your room, or call 301-451-FOOD (301-451-3663). Please remember that meals are only for patients, not visitors.

Food may also be purchased in vending machines throughout the Clinical Center and in cafeterias and cafes. There are also many restaurants in Bethesda, about two miles from the hospital.

If you bring food from home, or if you want to save food from one of your meals, please label it with your name and date. You can put your food in one of the hallway refrigerators on the unit.

The back hallway of our unit has a patient refreshment station with:

- A microwave and ice machine
- Instant coffee, tea bags, and hot chocolate
- Condiments, like sweeteners, salt, and pepper
- Cereal, crackers, and instant soups

What are the rules about visitors?

A visitor may accompany a patient to the designated unit, into the room of the patient whom they are visiting, and into common rooms (lounges, cafeterias, playrooms). Please keep in mind:

- Visitors who have been recently exposed to an infectious disease (for example, impetigo, chickenpox, tuberculosis, hepatitis) may not visit.
- Visitors who have had live vaccines (Measles, Mumps, Rubella vaccine, and FluMist) within 21 days are not allowed to visit.
- Visitors with cold or flu symptoms are discouraged from visiting.
- Visitors must wash their hands or use hand sanitizer when coming in and leaving your room to prevent spreading germs

- The bathroom in your room is only for you and other patients. Visitors should use the Clinical Center’s public bathrooms.
- NIH is a smoke-free campus. If you have any questions about our smoking policy, please talk to your health care team. The NIH police may fine anyone who smokes on the NIH property.
- Kids under age 14 must be supervised by an adult at all times. Your nurse may approve teens aged 14 to 18 to visit without an adult.

How can you do laundry?

If you need to do laundry, you can use the free washers and dryers just outside of our unit. We can provide powdered detergent, but you can bring your own detergent if you prefer. Dryer sheets are not available.

How can you send and receive mail?

We deliver mail Monday through Friday twice a day. Please ask family and friends to write “Patient Mail” on their envelopes and packages. They can send mail to:

Your Name
 NIH Clinical Center
 Patient Care Unit 3NE, MSC 1528
 10 Center Drive
 Bethesda, MD 20892

If you need to send mail from the unit, envelopes and stamps are available at the self-service post office near the bank on the B1 level.

**What if you have health problems at home?
 If you have an emergency while you are off the unit or once you are at home, call 911 right away.**

When you are able, or if you have other questions, call us at 301-451-0440 and ask to speak with the Charge Nurse to let her know what has happened.

Once at home, if you had a transplant, your nurse will sign you up for two classes:

- Transplant Education Discharge Class
- Vascular Access Device Discharge Class

Your caregiver needs to come with you to both classes.

Patient Portal

The patient portal provides patients with secure access to view selected medical information and the Patient Handbook online at any time.

To create your account, visit the website:

<http://patientportal.cc.nih.gov>

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?](#)

