

# NIH Clinical Center Patient Education Materials

## Welcome to the OP12 Outpatient Clinic

### The Medical Oncology Clinic

#### Contact Information

Phone: 301-496-4026

Fax: 301-402-4529

#### Hours

Monday-Friday: 7a.m. – 5:30p.m.

Weekends and Holidays: Closed

The Clinical Research Nurses at the OP12 Outpatient Clinic care for children and adults who 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 can you expect when you arrive?

Please sign in at the front desk. For new patients, provide your hard chart from Admissions. We will notify your research nurse of your arrival. For returning patients, update your contact information sheet, if required. For unscheduled clinic visits (walk-ins), please state the reason for the visit and the name of your research nurse or coordinator. We will contact the appropriate person.

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)

#### 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 the 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 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.

#### What can you expect during your visit?

A nurse will obtain vital signs, perform an assessment and history, and update your current medication list. If you have any concerns, inform the nurse to notify the research team.

After your nursing assessment is complete, the clinic fellow or team practitioner will complete your history and physical exam. After the exam, the fellow/practitioner will discuss their findings with the research team. This may take some time, so please be patient.

The research team includes:

- Principal/Primary investigator (PI)
- Associate Investigator(s) (AI)
- Research Nurse
- Patient Coordinator
- Social worker
- Pharmacist

The research team will discuss with you the treatment options, lab results and exam findings,

future tests and procedures, and plan of care or treatment based on protocol guidelines.

Labs are usually needed to make decisions related to your care. Labs may include routine and/or research blood tests.

- A venous access device (VAD) is an implanted port, PICC line, Hickman or a peripheral IV line.
- For patients without an existing VAD, report to phlebotomy. Phlebotomy is on the 1st floor, and it is open Monday through Friday, from 6:30 a.m. to 4:15p.m.
- You may be asked to bring research specimen tubes to the clinic from phlebotomy. Please leave them in the large blue bin in room 12C310.
- For patients with a venous access device (VAD), sign in on the Lab clipboard. The lab nurse will collect labs in the order of patient arrival.
- Arrive 30-45 minutes prior to a scheduled clinic appointment, or scheduled imaging studies (i.e. CT scan, bone scan) that require a blood draw.

Notify a staff member if you were instructed to have a time-sensitive test or procedure upon signing-in.

### **How do you receive meals?**

Water, juices, snack brown bags, saltines, and graham crackers are available for you in the waiting room. Please ask the front desk clerk for assistance.

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.

### **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 with cold or flu symptoms are discouraged from visiting.
- We ask that you have no more than two visitors accompany you in the exam room at one time.

- 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 accompanied and supervised by a familiar, responsible adult. Teens between the ages of 14 and 18 may visit unaccompanied if the nurse allows.

### **What if you have health problems at home? If you have a health emergency at home, call 911 right away.**

If your concern relates to your treatment at NIH, contact your research nurse. If you are unable to reach your research nurse during regular clinic hours, call the OP12 clinic (301-496-4026) or 3SE-S Day Hospital (301-451-1152). After hours, call your home inpatient unit, or the page operator (301-496-1211) for the on-call NCI fellow MD:

- 3NE at 301-451-0440
- 3NW at 301-451-0789
- 3SE-N at 301-451-1101

### **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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