

# NIH Clinical Center Patient Education Materials

## Welcome to OP8 Outpatient Clinic

### National Institute of Allergy and Infectious Diseases Clinic

#### Contact Information

Phone: 301-402-0980

After Hours Phone: 301-451-1540

Fax: 301-402-1137

#### Hours

Monday-Friday: 7a.m. – 4:30p.m.

Weekends and Holidays: Closed

The Clinical Research Nurses at the OP8 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 happens when you arrive?

Patients should sign in at the front desk and proceed to the treatment room for vitals and further instructions.

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?

Your care may include:

- Checking vital signs (temperature, blood pressure, pulse, oxygen measurement, weight, and height)
- Taking medical history and doing a physical assessment (screening, follow-up, and consult)
- Receiving treatment specific to your protocol, such as medications, vaccinations, and collecting samples for diagnostic and research purposes
- Managing the side effects of medications and treatments
- Education for you and your family about managing medications, side effects, conditions, and diseases

All labs and testing are based on what is required by your research protocol. You may need to go to another part of the hospital for blood tests in phlebotomy. Phlebotomy is on the 1st floor, and it is open Monday through Friday, from 6:30a.m. to 4:15p.m. You may be asked to bring specimens back from this location to the OP8 clinic lab.

Also, you might go to the first floor for lymphapheresis at the Division of Transfusion Medicine. There are additional outpatient clinics (Radiology, oncology, dermatology, eye clinic or endocrine) where you may be sent for further testing.

### **Are computers, TVs, and phones available?**

There are two patient computers in the waiting room. There is one TV in the common waiting area.

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

The clinic provides crackers and juices in the patient refrigerator in the waiting room. 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.
- Visitors must wash their hands or use hand sanitizer when coming in and leaving your room to prevent spreading germs.
- 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.

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

For health problems related to your research protocol at NIH, contact your Case Manager.

### **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?](#)

