

## National Heart, Lung and Blood Institute (NHLBI)–Hematology Branch Patient Services and Information

Welcome to the National Institutes of Health (NIH). The NIH Clinical Center, located in Bethesda, Maryland, is the NIH's center for clinical research. The NIH Clinical Center is the world's largest hospital devoted to clinical research. Our doctors, nurses, healthcare professionals, and support staff are committed to providing you with the best medical care. Your participation in clinical research at NIH is an investment in health and health care.

Medical care received at NIH is provided free of charge. Under some circumstances, however, the costs of outpatient medical care may be referred to your health insurance carrier. If you do not have health insurance coverage, the cost of those charges may be your responsibility. Also, the cost of medical care provided by institutions and physicians outside NIH is generally your responsibility and/or the responsibility of your health insurance carrier.

Patients of the Hematology Branch of the National Heart, Lung, and Blood Institute are responsible for meeting all nonmedical expenses for themselves and their care giver with their own or

donated funds. A care giver to accompany the patient is required for protocol participation. Nonmedical expenses may include the cost of housing, meals, transportation, and telephone calls.

### Initial visit

As a patient, you are responsible for your own transportation and hotel/motel accommodations during your first screening visit.

### Followup visits

After your initial visit to NIH, you may be asked to return for followup. If you live outside a commuting radius of 100 miles and are authorized by your physician, you may be eligible for travel and lodging reimbursement.

Domestic travel (air, bus, car, train) within the United States and international travel from the U.S. port of entry to NIH may be covered by the institute for patients and authorized medical guardians. All covered travel must be arranged through our contracted travel service\* (1-866-227-9339). Covered travel will be paid directly by the institute to the travel service (first floor of the Clinical Center across from admissions). Outpatients who choose to stay in the

area for personal reasons after followup may be subject to travel restrictions.

Lodging for followup visits may be reimbursed when traveling alone or with an NIH authorized medical guardian. Lodging will not be paid when you are admitted to the Clinical Center as an inpatient, on pass, or staying at the Children's Inn.

Lodging expenses incurred after medical followup are your responsibility.

When lodging is authorized, bring your hotel/motel receipts to the Voucher Office (first floor of the Clinical Center). The Voucher Office is open Monday to Friday 8:30 a.m. to 5 p.m. (except holidays).

The Voucher office will give you a voucher to take the cashier's office (first floor of the Clinical Center). You must bring a picture I.D. to get funds from the cashier. *Receipts for lodging reimbursement are required.*

### NIH airport shuttles

NIH operates free shuttles to and from BWI, Dulles, and Reagan National Airports from Sunday to Friday. *Please Note: shuttles do not operate on Saturdays and some holidays.*

### Local transportation

NIH operates free shuttles to and from numerous area hotels and motels. You can get shuttle schedules at the transportation desk.

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\* Use of this service by NIH does not constitute an endorsement or implied endorsement for other types of travel-related services.

Metrobus and Metrorail (subway) schedule information can be obtained by calling Metro at 202-637-7000. When you call, give the Metro staff member your local address and destination—Metro can tell you how to get there. The Metrorail stop at NIH is "Medical Center" on the Red Line.

### Telephone calls

Long-distance calls to family and friends within the continental United States may be made from your inpatient room or in the 7th floor outpatient area. For international calls, you may buy long-distance calling cards from the R&W Gift shop in room B1C06.

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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.

Products/resources named serve as examples and do not imply endorsement by NIH. The fact that a certain product/resource is not named does not imply that such product/resource is unsatisfactory.

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Bethesda, MD 20892

Questions about the Clinical Center?  
<http://www.cc.nih.gov/comments.shtml>

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