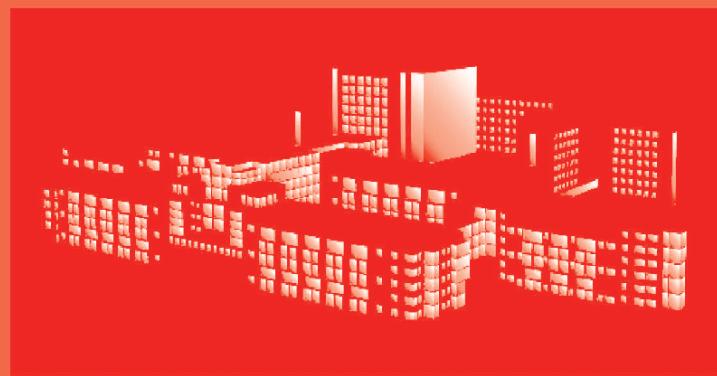


NIH CLINICAL CENTER

# Patient Handbook





The National Institutes of Health Clinical Center's wayfinding app:



To download the NIHCC app for free, go to the Apple Store or Google Play and search "NIHCC Take Me There".

For more information, email

[takemethere@mail.nih.gov](mailto:takemethere@mail.nih.gov)

Scan this  
code now!



[www.takemethere.cc.nih.gov](http://www.takemethere.cc.nih.gov)



**FollowMyHealth**  
*Patient Portal*

National Institutes  
of Health

*Clinical Center*

Visit [www.cc.nih.gov/followmyhealth/](http://www.cc.nih.gov/followmyhealth/)

**Questions?** Please contact:

Email: [NIHCPatientPortal@mail.nih.gov](mailto:NIHCPatientPortal@mail.nih.gov)  
Phone : 1-855-644-6445



Scan this code now or  
search FollowMyHealth  
in Apple Store or Google  
Play



Anonymous Safety Hotline  
**1-866-444-8811**

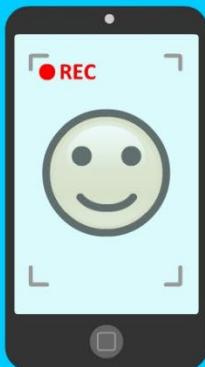


The safety of NIH Clinical Center patients, visitors and staff is our highest priority.

If you have concerns about your care or see an unsafe condition, please tell us.

## NIH Clinical Center Recording Policy

If I take a picture/video/audio



For myself



Get verbal consent from all participants

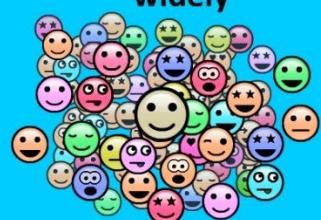
To share online with friends and family



Get verbal consent from all participants

Staff will document consent

To broadcast widely



Get verbal consent from all participants

Contact hospital communications (301) 496-2563  
ccpressgroup@cc.nih.gov

Staff will document consent



National Institutes of Health  
Clinical Center

# Patient Handbook

## CONTENTS

### **Section one**

Welcome from the CEO	3
The NIH Clinical Center	4
Why you were selected	4
Your research program	5
Speak up for your safety	5
Patient Representative	7

### **Section two**

Patients' Bill of Rights, Patient Responsibilities, and Related Issues	
Patients' Bill of Rights	8
Patient responsibilities	9
Advance directives for medical care	10
DNR orders	11
HIV testing & reporting of infectious diseases	12

### Informed consent & protection of privacy

	12
Medical record information	13
Photographing fellow patients	13
Photographs & recordings	13
Protecting your privacy	13
Publications	14
Release of patient information to the media	14
Uses of sensitive personal information	14
Uses of information at NIH	14
Uses of information outside NIH	15

### **Section three**

Your Health Care Team	
Your attending physician & clinical fellow	17
Doctors may change	17
Knowing your institute and branch	17
Seeing NIH doctors outside your institute and branch	18
Why so many people are involved in your care	18

### **Section four**

The Admissions Process	
The admissions process	19
Banking	20
Barcodes for patient safety	20
Business center	21

### Cashier

Department of Bioethics	21
Blood Donations	22
Dress	22
Electrical appliances/medical devices	22
Food & lodging for companions	23
Gift shops	24
Guidelines for children visiting	24
Hair grooming	25
Hospital discharge	25
Hospital volunteers	25
Family Friend Program	25
Hospitality services	26
Identification badge	26

Identification bracelet 26  
Information services & patient information 26  
Language interpreter 26  
Laundry 26  
Leaving the unit 27  
Luggage storage 27  
Mail services 27  
Medicines 27  
Metro subway 27  
Money and valuables 27  
Newspapers 28  
Notary 28  
Nurse call system 28  
Nursing staff 28  
Nutrition Services 28  
Parking for patients and visitors 28  
Pass 29  
Patient computers 29  
The patient care unit 29  
Patient Escort Services & wheelchairs 29  
Patient Entry: Campus Entrance for Patients and Families 29  
Recreation therapy services 30  
Patient Library 30  
Rounds 30  
Shuttle service & public transportation 31  
Smoking policy 31  
Social work services 31  
Spiritual Care 32  
Telephones 32  
Travel 32  
TVs & radios 33  
Universal precautions/isolation precautions 33  
Visiting hours 32  
Campus Access 32  
Wireless Internet access 32

#### **Section five**

Support Services for Patients and Families  
Social work services 34  
*Barber and beautician services*  
*Family Friend program*  
*Medic-Alert and stainless steel*  
*Bracelets and necklaces*  
*Wigs for patients*  
Other services 35  
*Clinical Center galleries*  
*Friends of the Patients at the NIH*  
*The NIH Children's School*

#### **Section Six**

Other Useful Information  
NIH Clinical Center first floor 36  
NIH Campus Map 37  
Fire & Security telephone numbers 38  
Handy telephone numbers 38

# WELCOME FROM THE ACTING CEO

From the first patient admission in 1953, the CC continues to be the "House of Hope" for those afflicted with rare and refractory diseases as well as diseases of national and international significance.

About 1,500 clinical research studies are under way at any given time at the CC, most of them sponsored by the Institutes and Centers (ICs) at NIH. These different ICs study disorders such as cancer, acquired immunodeficiency syndrome (AIDS), heart conditions, eye problems, dental issues, depression, and nerve diseases, to name just a few. For all of the studies, the CC provides the resources required to implement safe, cutting-edge clinical research, and ensure the best achievable patient outcomes.

The information provided in this handbook will help you prepare for admission. Look here for answers to some questions you may have about your hospital stay and for information about the practical aspects of your visit, including visiting hours and support services. Some unique features of the CC are described so that you will have a better picture of a patient's daily routine here at the largest clinical research hospital in the world.

CC patients are partners in research and your participation is invaluable to advancing medical knowledge. We are committed to making your experiences here as safe, comfortable and satisfying as possible. Thank you for your continued partnership.



Pius A. Aiyelawo, MPA, FACHE  
Acting Chief Executive Officer  
NIH Clinical Center

## THE NIH CLINICAL CENTER

The NIH Clinical Center, the world's largest hospital devoted exclusively to clinical investigation, is the research hospital for the National Institutes of Health. NIH is part of the U.S. Department of Health and Human Services (DHHS).

NIH is one of the largest research centers in the world. The principal medical research arm of DHHS, NIH conducts basic, clinical and applied research related to a broad spectrum of diseases and health problems. It represents the public's commitment to biomedical research and improving the health of its people. Over the years, NIH has supported the work of numerous Nobel Prize winners.

NIH is actually numerous institutes and centers created to study cancer; eye disorders; heart, lung, and blood disorders; genome research; aging; alcohol abuse and alcoholism; allergy and infectious diseases; arthritis, musculoskeletal and skin diseases; child health and human development; deafness and other communication disorders; dental and craniofacial disorders; diabetes, digestive, and kidney diseases; drug abuse; environmental health; general medical science; mental health disorders; neurological disorders and stroke; nursing research; information technology; and complementary and alternative medicine.

Patients at the Clinical Center consent to participate in research studies (protocols) and are treated without charge. Admission is selective: Institute researchers choose patients solely because they have an illness being studied by those Institutes. In addition, numerous NIH guest scientists from around the world collaborate in Clinical Center activities. The Clinical Center also offers training in research medicine for physicians, and students in medicine, nursing or other health-related professions.

Thousands of patients are admitted yearly to the facility, which houses inpatient wards and out-patient clinics. Healthy people are also admitted every year to serve as clinical research volunteers. Physicians from different institutes and outside hospitals provide medical care at the Clinical Center and registered nurses and allied health care professionals provide patient care.

A unique feature of the Clinical Center is the proximity of laboratories to patients. Advances realized in the laboratory are brought to the bedside, and new areas for laboratory investigation are suggested by the health care team's observations of patients. In 2004, the Mark O. Hatfield Clinical Research Center was dedicated to meet new research challenges and to foster this collaboration and exchange of information between basic scientists and clinicians. Indeed, many NIH clinicians are themselves outstanding scientists.

The Clinical Center is fully accredited by the Joint Commission. The Joint Commission inspects hospitals and accredits only those meeting strict standards of quality.

## WHY YOU WERE SELECTED

You were selected as a Clinical Center patient on the basis of medical information provided by your referring doctor and/or by you. You are one of several people with a similar condition who will be invited to take part in a research program. By observing many people with a particular disorder, we hope to find common factors that will help us to better understand the condition.

Some patients at the Clinical Center receive new treatments that offer some potential for alleviating, improving, or curing their conditions. NIH doctors carefully monitor their patients' responses to these new treatments. For other patients, too little is known about their conditions to begin new treatment. These

patients are admitted to enable us to gain vital information about their diseases.

#### **YOUR RESEARCH PROGRAM**

Whether or not you receive new treatments, you will be admitted under a care and observation plan developed to study your condition. This plan, called a protocol, specifies the information needed about your illness and the procedures that will be followed to obtain this knowledge. The protocol and the status of your health determine how long you will spend at the Clinical Center and whether you will be an inpatient or an outpatient.

#### **SPEAK UP FOR YOUR SAFETY**

Everyone has a role in making health care safe—physicians, nurses, health care executives, and technicians.

You, as the patient and a partner in clinical research, play a vital role in making the care you receive safe. You must be an active, informed, and vocal member of your health care team.

***Speak up if you have questions or concerns about your care or the protocol in which you are enrolled. If you don't understand, ask again. You have a right to know!***

- ▶ Make sure your doctor or your nurse asks your name and your date of birth before giving you medications or treatments.
- ▶ Ask your care providers about the training and experience that qualifies them to treat you.
- ▶ Don't hesitate to tell your health care professional if you think he or she has confused you with another patient.
- ▶ Tell your nurse or doctor if something about your care just doesn't seem right to you.

***Pay attention to the care you receive. Make sure you get the right treatments and medications by the right health care professional.***

- ▶ Don't be afraid to ask your doctors, nurses, or other care providers to wash their hands before and after they care for you.
- ▶ Ask about safety. For instance, ask the doctor to mark the area that will be operated on so that there is no confusion.
- ▶ Make sure health care workers introduce themselves when they enter your room. Look at their identification badges. Educate yourself about your diagnosis, the research protocol in which you are enrolled and all medical tests you are undergoing.
- ▶ Learn about your disease. Get information from your health care team, your library, respected websites and support groups.
- ▶ Learn about the medical tests you get and your treatment plan.
- ▶ Make sure you know about the operation of any equipment that is used in your care.

***Ask a trusted family member or friend to be your advocate.***

- ▶ Your advocate can ask questions that you may not think about when you are under stress.
- ▶ Your advocate can also help remember answers to questions you have asked and can speak up for you if you cannot.
- ▶ Make sure this person understands your advance directives preference—for example, your decisions about resuscitation and life support.
- ▶ Review consents for treatment with your advocate before you sign them. Make sure both of you understand exactly what you are agreeing to.
- ▶ Make sure your advocate understands the type of care you will need when you go home.

***Know the medications you take and understand why you take them.***

- ▶ Carry an up-to-date list of medicines you are taking in your wallet or purse.
- ▶ Ask about the purpose of your medications.
- ▶ Ask for written information about them.
- ▶ Know what time of day you normally receive a medication. If you don't get it at the usual time, tell your nurse or doctor.
- ▶ If you do not recognize a medication, make sure that it is for you before you take it.

- ▶ Don't be afraid to tell the nurse or the doctor if you think you are getting the wrong medication.
- ▶ If you are given intravenous (I.V.) fluids, ask the nurse how long it should take for the fluid to "run out."
- ▶ Whenever you are to receive a new medication, tell your nurses and doctors about allergies you have.
- ▶ Make sure you can read the handwriting on all prescriptions. If you can't read it, the pharmacist may not be able to, either!

***Understand all informed consent documents or other medical forms you are asked to sign.***

- ▶ Read all informed consent documents and other medical forms and make sure you understand them before you sign anything.

***Participate in all decisions about your care and treatment. You are the center of the health care team!***

- ▶ You and your doctors should agree on exactly what will be done during each step of your care.
- ▶ Know that you can stop participation in your research protocol at any time.
- ▶ Don't be afraid to ask for a second opinion.
- ▶ Ask to speak to other patients who are on your protocol or who have had the procedure you are undergoing.

**PATIENT REPRESENTATIVE**

The Patient Representative serves as a link between the patient and the hospital. The Patient Representative makes every effort to ensure that patients are informed of their rights and responsibilities and that they understand what the Clinical Center is, what it can offer, and how it operates. We realize that this setting is unique and may generate questions about the patient's role in the research process. As in any large and complex system, communication can be a problem and misunderstandings can occur. If you have an unanswered question or feel there is a problem you would like to discuss, 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. Every effort will be made to respond to messages on the following business day.

# Patients' Bill of Rights, Patient Responsibilities, and Related Issues

## THE CLINICAL CENTER

### PATIENTS' BILL OF RIGHTS

The Clinical Center Patients' Bill of Rights protects you when you volunteer to participate in clinical research as a patient or as a healthy subject. We believe that concern for every research volunteer is linked closely to the successful conduct of clinical research. The Clinical Center provides hospital facilities and professional care; you, the research participant, make it possible for us to observe health and disease and to measure response to treatment.

Your rights and safety are protected by procedures that provide an awareness of your medical choices, of any risks or benefits, and of possible consequences of participating in research. The list summarizes your rights as a research participant at the Clinical Center.

#### You have the right:

- To safe, considerate and respectful care, provided in a manner consistent with your beliefs;
- To expect that all communications and records pertaining to your care will be treated as confidential to the extent permitted by law;
- To know the physician responsible for coordinating your care at the Clinical Center;
- To receive complete information about diagnosis, treatment, and prognosis from the physician, in terms that are easily understood. If it is medically inadvisable to give such information to you, it will be given to a legally authorized representative;

- To receive information necessary for you to give informed consent prior to any procedure or treatment, including a description of the procedure or treatment, any potential risks or benefits, the probable duration of any incapacitation, and any alternatives. Exceptions will be made in the case of an emergency;
- To receive routine services when hospitalized at the Clinical Center in connection with your protocol. Complicating chronic conditions will be noted, reported to you, and treated as necessary without the assumption of long-term responsibility for their management;
- To know in advance what appointment times and physicians are available and where to go for continuity of care provided by the Clinical Center;
- To receive appropriate assessment of, and treatment for, pain;
- To refuse to participate in research, to refuse treatment to the extent permitted by law, and to be informed of the medical consequences of these actions, including possible dismissal from the study and discharge from the Clinical Center. If discharge would jeopardize your health, you have the right to remain under Clinical Center care until discharge or transfer is medically advisable;
- To be transferred to another facility when your participation in the Clinical Center study is terminated;
- To expect that a medical summary from the Clinical Center will be sent to your referring physician;

- To designate additional physicians or organizations at any time to receive medical updates.

If you have questions about your rights, you may contact the Clinical Center Patient Representative at 301-496-2626.

#### PATIENT RESPONSIBILITIES

In the spirit of working together toward a common goal, our patients (and their parents, guardians and surrogates) have responsibilities as partners in medical research and as patients at the Clinical Center.

You have the responsibility:

- To provide, to the best of your knowledge, complete information about your current medical condition and past medical history, including current illness, prior hospitalizations, current medications, allergies and all other health-related matters;
- To discuss your protocol (study or treatment plan) with the research staff before indicating agreement to take part in it by signing a consent;
- To inform the medical staff about your wishes regarding treatment plans. You may provide for a duly authorized family member or spokesperson to make medical decisions on your behalf in the event that you become unable to communicate;
- To comply with your protocol, to cooperate with hospital staff, to ask questions if directions or procedures are not clear and to participate in your healthcare decisions. You may withdraw from the study for any reason, but it is desirable to discuss your concerns with the attending physician before taking that action. Parents of pediatric patients have the responsibility to indicate if and how they want to be involved in their child's plan of care;
- To refrain from taking any medications, drugs, or alcoholic beverages while

- participating in the protocol, except those approved by an NIH physician;
- To adhere to the no-smoking policy of the NIH;
- To report on time for scheduled procedures and to keep all clinic appointments. If unable to do so, you have the responsibility of notifying the research team and canceling and rescheduling the appointment;
- To report promptly to the medical or nursing staff any unexpected problems or changes in your medical condition;
- To inform the appropriate staff or the Patient Representative of any concerns or problems with the care and treatment that you feel are not being adequately addressed;
- To respect the property of the US government, fellow patients, and others; to follow NIH rules and regulations affecting patient care and treatment; to respect the rights of other patients and hospital staff. This includes the responsibility of respecting the privacy of other patients and treating information concerning them as confidential;
- To pay all medical or laboratory expenses incurred outside the Clinical Center, except when you have received written authorization on the appropriate NIH form to have such expenses billed to the NIH;
- To obtain medical care and medications from your own healthcare provider for all conditions unrelated to the protocol in which you are participating, except while being treated as an inpatient at the Clinical Center;
- To provide your own transportation to and from the Clinical Center and to pay living expenses except when all or part of these expenses are covered by the protocol or authorized by the responsible NIH physician; to advise accompanying escorts or others who travel to and remain in the Bethesda area that they must pay for their travel and living expenses except when

- designated by NIH as a guardian for you when your expenses are covered;
- To provide complete information, so that contacts and communications to schedule visits and monitor health status can be maintained. This information should include:
    - 1) your current address and phone number;
    - 2) the names, addresses, and phone numbers of next of kin or persons to be notified in the event of an emergency; and
    - 3) the names, addresses, and phone numbers of physicians responsible for your on-going care, including your family physician and the physician(s) who referred you to the NIH;
  - To return to the care of your own health-care provider when participation in the protocol is completed or stopped and your medical condition permits.

If you have questions about your responsibilities, you may contact the Clinical Center Patient Representative at 301-496-2626.

#### **ADVANCE DIRECTIVES FOR MEDICAL CARE**

The rights of Clinical Center patients to participate in decisions concerning their medical care are preserved even if they lose the ability to communicate directly with their caregivers. One method of exercising these rights is to prepare an "advance directive."

An advance directive is a document in which a person gives advance directions about medical care or designates who should make medical decisions for that person if he or she loses the ability to make such decisions. There are two types of advance directives: treatment directives, the most common example being the living will, and proxy directives, the most common example being the durable power of attorney for health care.

A treatment directive, such as a living will, is a written statement expressing the forms of medical treatment a person wishes to receive or forego when unable to make decisions in stated medical conditions. Such medical conditions may include irreversible unconsciousness, terminal illness, or severe and irreversible brain disease.

A proxy directive, such as durable power of attorney, is a person's written statement naming another to make medical decisions for that person if he or she becomes unable to make such decisions. In 1990, Congress approved legislation called the Patient Self-Determination Act. This law requires all medical facilities reimbursed by Medicaid and Medicare to educate patients about advance directives and to help them make advance directives if they choose to do so. Although the Clinical Center does not receive such financial reimbursement, there has been, and continues to be, a commitment to consistent and thoughtful attention to the ethical aspects of patient care, including advance directives. The Clinical Center has guidelines for using durable power of attorney for patients in certain research studies.

If you have any questions about advance directives, please speak with your doctor, nurse, social worker, the Patient Representative (301-496-2626), or the Department of Clinical Bioethics staff (301-496-2429).

#### **DNR (DO NOT RESUSCITATE) ORDERS**

At the Clinical Center of the NIH, all members of the health care team are dedicated to your care and well-being. We believe that one of our most important responsibilities is to preserve and maintain the life and vigor of our patients. We also believe that patients have the right and responsibility to participate in decisions about their health care.

In this hospital, it is understood that if a patient has cardiopulmonary arrest (sudden stoppage of heart or lung function) every effort will be made to restore these vital functions. Cardiopulmonary resuscitation, or CPR, refers to the technique used to restore these functions. These efforts will take place routinely, unless an order to the contrary has been written in the patient's medical record.

When a patient's heart or breathing stops and CPR is started, a multi-step process begins. CPR may include such procedures as chest compression, administration of various medications, electrical shocks to restart the heart, placement of a breathing tube (intubation) and placement on a breathing machine (ventilator). Patients receiving successful CPR will usually be transferred to an intensive care unit for continued treatment and observation.

Although our hope is to restore health in all our patients, there are times when this will no longer be possible. In certain situations, it is important to discuss whether we should even try CPR. CPR may not be appropriate for patients with a progressive and terminal condition from which recovery is no longer possible. Making this decision should be a joint process in which the patient, the physician, the nurse, and the patient's family are involved. Other persons on the health care team experienced in discussing these matters with patients include chaplains, social workers, and the Patient Representative. The decision to write the DNR (do not resuscitate) order, however, rests with the competent patient and his or her physician.

If the patient is not competent, the decision rests with the patient's surrogate and physician. If the patient, in consultation with his or her attending physician, decides that CPR is not appropriate, at least at that

particular time, the attending physician will write a DNR order, or a "No Code," in the patient's records. A DNR or No Code order means that CPR will not be started. It is important to remember two points about a DNR order:

- The DNR order will be reviewed regularly. Entering a DNR order into a medical record does not mean that the DNR order is permanent. A DNR order can be reversed if it becomes medically appropriate. If a patient changes his or her mind about the DNR order, this should be discussed with the attending physician.
- Even if the DNR order is written, this does not mean that other lifesaving treatments, such as antibiotic administration, will be withheld. All treatments related to pain management, or other treatments agreed to by the patient and the physician, will be given.

We hope this information will help familiarize you with choices related to your health care. We encourage you to discuss this, or any aspect of your care, with your family and your physician and with other members of your health care team.

#### HIV TESTING & REPORTING OF INFECTIOUS DISEASES

As a Clinical Center patient, you may be tested for antibodies against the human immunodeficiency virus (HIV), the virus that causes AIDS (acquired immune deficiency syndrome). If you are positive for HIV, we will let you know what that means. You may or may not be able to participate in the NIH research study. If you do not want to be tested for HIV, please let your care provider know.

The Clinical Center may report certain communicable diseases, including HIV infection, to appropriate state and federal government agencies.

## **INFORMED CONSENT AND PROTECTION OF PRIVACY**

While you receive medical care here, information gained from studying your condition will help us to better understand your illness and to develop or improve treatments or methods of prevention.

Because you consented to take part in research, we have a responsibility to inform you about the procedures we use and what you can expect from your stay.

Your doctors and nurses will explain treatments and tests, and very often, your written consent is required before they are administered. If a treatment is relatively new and not yet generally used, or if it is a test mainly for research and not for your immediate benefit, your doctor will make this clear and will ask for your written consent. However, you may have questions later even after you have given your consent. Please do not hesitate to discuss these questions with your doctor, nurse, social worker, chaplain, or Patient Representative (301-496-2626). We want you to understand exactly what is being done and why.

If at any time you wish to withdraw from the research study, you may do so. The Clinical Center will provide short-term medical care for any physical injury resulting from your participation in research here until such time that the NIH has determined that you can be safely discharged.

Although data from the studies in which you participate may be used widely in medical research, information about you as an individual is confidential. Generally, access to this information is restricted to NIH staff involved in the patient care and research programs. Your doctor and other physicians

or organizations you specify will also receive your medical information.

You are entitled to receive a copy of the protocol consent form you signed. Ask for this when you sign the consent form.

## **MEDICAL RECORD INFORMATION**

If you have questions about access to your medical record or the release of information contained in it, please call the Medicolegal Section of the Medical Record Department at 301-496-3331.

## **PHOTOGRAPHING/RECORDING PATIENTS**

Protecting the privacy of our patients is very important to us. We are counting on your help with this. Please follow these guidelines if taking photographs or videos or using video chat technology:

1. Always get permission from another patient, family member, visitor and/or staff member before taking their picture or video.
2. Avoid taking photos/videos in large gathering places in the Clinical Center, including cafeterias, lobbies and the atrium.
3. Take care to avoid inadvertently disclosing personal information about others when using social media or video chat technology.

## **PHOTOGRAPHS AND RECORDINGS**

Some types of medical information cannot be recorded completely in writing. Photography, tape recording and other audiovisual methods are sometimes much better. Audiovisual records that could reveal your identity are never made unless you have given your prior written permission on a special form, which states the particular uses that will be made of the records.

## PROTECTING YOUR PRIVACY

Patients who give information about themselves or their families to the doctors and other workers in a hospital expect the information to be kept confidential. We will do this to the best of our ability. However, you should be aware that neither the Clinical Center nor any other medical institution can absolutely guarantee confidentiality.

In 1974, the U.S. Congress passed a law called the Privacy Act. This law puts strict limits on how Federal agencies may use and disclose personal information, including medical information. It requires every agency to inform each individual why he or she is asked for information and how it will be used.

Physicians and other scientists at NIH conduct research by authority of the U.S. Congress, Section 301 of the Public Health Act (42 United States Code 241). The research in which patients or volunteers participate—clinical research—takes place mainly in the Clinical Center in Bethesda, Maryland.

The medical and other personal information you are asked to give, as well as the information from various tests, is gathered for two purposes: to provide the best care and treatment for you as a patient, and to allow for research to increase understanding of health and illness. Both good treatment and good research depend on accurate and complete information. However, just as you coming to the Clinical Center as a patient is voluntary, you giving the information we request and participating in various tests and research procedures is also voluntary.

## PUBLICATIONS

Some of the information obtained from you may appear in scientific publications or be presented to professional audiences at meetings. It may be used for the purpose of

teaching health professionals or students in the health professions. Under these circumstances, measures are taken to conceal your identity.

## RELEASE OF PATIENT INFORMATION TO THE MEDIA

Occasionally, we receive media requests for information about patients who are being treated at the Clinical Center. These requests are handled by the Clinical Center's Office of Communications and Media Relations, the public affairs office for the hospital. Our primary concern is patient welfare, but we also have an obligation to cooperate with the media.

The only information that may be released to the media without the patient's prior written permission is verification that the person is a current Clinical Center patient and his or her general condition.

Medical records, including diagnosis, are confidential and will not be released to the media. If you are contacted by the media while you are a patient here, or if you have questions about Clinical Center media policies, please call the Office of Communications and Media Relations at 301-496-2563 or email CCPressGroup@cc.nih.gov.

## USES OF SENSITIVE PERSONAL INFORMATION

At the time of your admission, you will be asked to give your social security number and your religion. Giving this information is strictly voluntary, and the admissions clerk will emphasize this.

Knowing your religion enables the hospital chaplains to offer spiritual service, which for many patients is an essential part of their care.

**USES OF INFORMATION AT NIH**

The information needed for care and treatment, and much of the research information, is recorded and stored in your written medical record and in a computer system. In addition, records containing some of the same or similar information are maintained by the many departments and offices essential in a modern hospital. These include admissions, anesthesiology, transfusion medicine, dental clinic, nursing, nutrition, pharmacy, reception desk, recreation therapy, social work, spiritual care and travel office. These also include the departments and offices that perform electrocardiograms, electroencephalograms, metabolic rates, pathological anatomy, pulmonary function, radioisotope studies and x-rays. NIH scientists and their technical assistants maintain research records in their offices and laboratories. These may be records of clinical research procedures carried out in each laboratory, or they may be compilations of data abstracted from the medical records of many patients, some of whom may have no personal contact with the scientist. Such records are essential in preparing the hundreds of clinical research reports published in scientific journals each year.

Students in the health professions, particularly medicine and nursing, are regularly assigned to the NIH as part of their formal training. They may be unpaid volunteers, but they are under the direct supervision of the NIH staff. They have access to medical information as necessary to carry out their training assignments. For the purposes of the Privacy Act, they are regarded as NIH employees.

**USES OF INFORMATION OUTSIDE NIH**

Generally, access to medical information is restricted to NIH employees who need it to carry out their official duties. There are, however, occasions when confidential information is shared with individuals or

organizations that are not part of the NIH. These are as follows:

- ▶ The physician(s) or organization(s) that the patient specifies to receive reports (which are identified in the Clinical Research Information System) get the following:
  - reports summarizing each patient admission
  - letters dictated by the patient's primary care physician(s)
- ▶ The Social Work Department may share pertinent information with community agencies that may assist the patient. Providers may also be given the information needed for obtaining special individualized devices such as braces, artificial limbs or cosmetic aids.
- ▶ The travel office may inform public carriers such as airlines of the special requirements of some patients, for example, "heart condition" or "wheelchair required."
- ▶ Information about diagnostic problems or having unusual scientific value may be shared with consultants other than NIH employees. For example, bacterial specimens may be sent to the Centers for Disease Control and Prevention in Atlanta; tissue specimens may be sent to the Armed Forces Institute of Pathology in Washington, D.C.; x-rays may be sent for the opinion of a radiologist with extensive experience in a particular kind of diagnostic radiology. Pertinent parts of your medical history may be shared with such consultants. NIH scientists may collaborate with colleagues at institutions such as medical schools.
- ▶ Representatives of the Joint Commission or of the Government's General Accounting Office occasionally have access to

representative medical records. Such inspections ensure that the quality of our record-keeping meets established standards.

- Records may be released to Congress or to committees and subcommittees of Congress for matters within their jurisdiction, and information may be used to respond to congressional inquiries for constituents concerning their admission to the NIH Clinical Center.
- Certain diseases or conditions, including infectious diseases, may be reported to appropriate representatives of the state or federal government as required by law.
- Records may be released for statistical research or reporting if the information is transferred in a form that does not identify anyone individually. For example, medical information may be disclosed to tumor registries for maintaining health statistics.
- The Department of Health and Human Services (DHHS) may contract with a private firm for transcribing, updating, copying or otherwise refining records it uses. Relevant records will be disclosed to such a contractor. The contractor(s) will be required to comply with the requirements of the Privacy Act regarding such records.
- If a Government employee is involved in a lawsuit, records may be released that facilitate the employee's defense.
- The Bureau of the Census may request records for census or survey purposes, and records may be released for archival purposes to the National Archives.
- Records may be released for law enforcement purposes to a law

enforcement agency, and records may be released in response to a court order.

- Whenever medical information about you as an identifiable individual is disclosed to anyone who is not an employee of the DHHS, notation of the reason for the disclosure and the identity of the recipient of the information is made in your medical record. When such disclosures are for one of the reasons described above, or if disclosure is otherwise required by law; the NIH does not seek your written permission to make the disclosure.
- Except for the uses described here, medical information about a patient is not given to anyone without the specific written permission of the patient or a legally authorized representative. However, there is one additional exception to that rule: if at some later time, a hospital or physician who is caring for you needs information immediately, and if waiting to obtain your written release of the information would endanger your health, the information will be released immediately, and you will be notified of the release later.

**S E C T I O N                  T W O**

## Your healthcare team

The care that you receive at the Clinical Center is provided by a multidisciplinary team of caregivers and researchers—led by your attending physician. This team may also include other medical practitioners such as nurse practitioner and physician assistants as well as nurses, pharmacists, social workers, dietitians, recreational therapists, and many other health care professionals. This team works closely to assure that you receive the highest quality and personalized care and services while you are a patient at the Clinical Center.

### YOUR ATTENDING PHYSICIAN AND CLINICAL FELLOW

While you are a Clinical Center patient, there are always two doctors who share the responsibility for your care.

Your attending physician is responsible for conducting your study (protocol) and for the overall quality of your medical care. How often you will see your attending physician will depend on your research protocol, the complexity of the medical problem, and your individual needs.

Your clinical fellow is a well-trained doctor who has chosen to come to NIH to learn more about medical research. This doctor is responsible for the immediate management of your care. This member of your health care team will evaluate you, order medications and tests and see you often. This is the doctor who knows you best. The clinical fellow consults with your attending physician. You may, of course, ask to see your attending physician if you have more questions.

### DOCTORS MAY CHANGE

If you are a Clinical Center patient over a long time, you will not have the same doctors.

Clinical fellows are assigned to patient care for fixed periods, so unless you are a short-term patient, your clinical fellow will change from time to time. You may retain the same attending physician, but on many patient care services, these responsibilities rotate among a group of senior doctors who also rotate on a fixed schedule. Any time you are transferred from one institute or branch to another, both your clinical fellow and your attending physician will change.

The NIH consists of many institutes, most of which conduct research in a specific field of medicine. Within each Institute are several branches where studies are being done on specific conditions within the general field covered by the institute. Many patients have problems of interest to more than one institute or branch. Each institute and branch has its own team of doctors.

### KNOWING YOUR INSTITUTE AND BRANCH

It is very useful to know your institute and branch. If you should ever need assistance when your own doctor is not available, knowing your institute and branch will make it easier to locate the person best able to help you.

### SEEING NIH DOCTORS OUTSIDE YOUR INSTITUTE AND BRANCH

You may see a number of other NIH doctors who have been asked to examine you because they are specialists in medical fields other

than those familiar to your attending physician or clinical fellow.

#### **WHY SO MANY PEOPLE ARE INVOLVED IN YOUR CARE**

Because of the complexity of medicine, it is impossible for one person to know all that can be known, or all that needs to be known, about a medical problem. Doctors with special training provide expert opinions, perform tests and operate advanced medical equipment. Other health care professionals are also trained to perform certain procedures or monitor your condition.

The continuity of your care rests with a team or group of doctors. Even though members of the team or group may change, they all communicate through the same channel: your clinical fellow and attending physician. You should always be informed when changes occur. If you ever have questions, do not hesitate to contact your clinical fellow or attending physician so that you understand the situation to your satisfaction.

## The Admissions Process

### **Who can be admitted**

If you want to be a patient at the Clinical Center, you must have a condition or disease being studied by one or more research projects being done at NIH. Except in an emergency, you cannot be admitted to the Clinical Center as a patient until you have a diagnosis and until our admissions staff receives your name from a member of the institute medical staff recommending admission.

In emergencies, a patient who has not met these requirements may be admitted if the Clinical Center examining physician, determines that moving the patient to another medical facility would cause harm. A patient admitted in an emergency will be discharged or transferred to another medical facility when, in the opinion of his/her attending NIH physician, that transfer would not adversely affect his/her condition.

For information about becoming a research volunteer and how to take part in medical research studies contact patient recruitment at 301-451-4383, toll-free at: *1-800-411-1222* (TTY for the deaf or hard of hearing: *1-866-411-1010*) or at [prpl@mail.cc.nih.gov](mailto:prpl@mail.cc.nih.gov).  
<http://clinicalcenter.nih.gov/recruit>

### **What happens when you are admitted**

Admissions handles registrations for all inpatients and outpatients as well as previously registered patients who are scheduled for inpatient admission to the hospital. You will be interviewed by an admissions clerk. You will be asked to review and sign a general consent form stating that

you have agreed to take part in biomedical research. You will also be asked to review and sign an information practices form. This form states that the Clinical Center will do its utmost to protect your privacy and identifies situations when the Clinical Center may share information about you (as discussed in Section 2 of this booklet under the heading "Uses of Information Outside NIH").

Except for an emancipated minor, only a parent, legal guardian, or legally authorized representative may sign for a patient who is a minor (less than 18 years of age).

When the admissions process is completed and you have signed the required forms, you will be directed to the patient care unit or outpatient clinic.

**BANKING**

An array of financial services is available to you from the NIH Federal Credit Union (NIHFCU). The Credit Union has provided financial services to the NIH community for over 60 years. It is a federally insured, member-owned and operated cooperative.

You do not have to be a member of the credit Union to cash personal checks (though some restrictions apply). You may join the Credit Union to take advantage of membership benefits such as low-cost loans, savings and checking ac- counts, and convenient account access.

With a \$25 deposit in a savings account, you can join the NIHFCU. You will also need a valid photo ID, such as a driver's license or passport, and verification of your affiliation with NIH (such as an NIH identification badge). You may remain a member as long as you like—even after you leave NIH.

The NIHFCU Clinical Center Branch is located on the B1 level.

**ATM:** A full-service ATM is located near the second floor cafeteria. Two more ATMs are located on the B1 level near the cafeteria and next to the Credit Union. The fourth ATM is next to the coffee shop near the north lobby hospital entrance.

For more information about NIHFCU membership or products and services, visit its website at [www.nihfcu.org](http://www.nihfcu.org) or call its service center at 1-800- 877-6440, TDD/TTY for the deaf and hard of hearing 301-881-5822.

**BARCODES FOR PATIENT SAFETY**

The Clinical Center uses barcodes to make your hospital experience safer.

Barcodes enable your care team to positively identify you to your medical orders. This

helps your team members accurately get your clinical and research specimens and safely provide blood transfusions and medications.

Your unique barcode will appear on your wristband or extended visitor badge.

You can help us assure that every patient has a unique barcode.

**Inpatients**

If you are a current inpatient, you already wear a wristband with your barcode. Please wear your wristband at all times.

**Outpatients*****With Extended Visitor Badges***

If you are an outpatient with an extended visitor badge, we can place your unique barcode on your current badge as a convenience.

**BUSINESS CENTER**

As a part of the ongoing efforts to meet the needs of patients and their families, the Clinical Center has opened a Business Center.

Computers in the Clinical Center's business center help patients and their families keep up with work and personal responsibilities, which is especially useful during long hospital stays.

Available are Internet connections, telephones, a copier and fax.

The business center is open Monday thru Friday. Hospitality staff stationed in the main north lobby of the hospital provide access to the center.

**CASHIER**

The cashier's office processes voucher payments Monday thru Friday, 8:30 a.m. to 5 p.m. It is located near the Admissions desk off the main lobby of the Hatfield Center.

**DEPARTMENT OF BIOETHICS**

The Department of Bioethics helps maintain high ethical standards in patient care and research. Bioethicists are specially trained to help you and your providers make medical decisions that reflect your values and beliefs. Bioethicists participate on review boards that review all research studies involving patients at the Clinical Center, to ensure that they meet the ethical standards.

During your stay, you will make many decisions about your care and participation in research.

These decisions may be hard to make. The bioethics consultation service, with members from both the Clinical Center's ethics committee and the Department of Bioethics can help you think through the issues, balance your needs with those of others and make decisions that are best for you.

Some questions you might want to discuss with a bioethics consultation team include:

- How do I mesh my medical situation with my values about life and the future?
- How might I decide about treatment options or side effects?
- How might I think about a durable power of attorney or a living will?
- What about my concerns for privacy and confidentiality?
- What might I do about family arrangements or inconveniences?

A bioethics consultation team is available 24 hours a day to help you think about issues

regarding your health care and participation in research.

Please feel free to call the Department of Bioethics at 301-496-2429 (or the Clinical Center paging operator at 301-496-1211) if you have questions or concerns about your part in biomedical research.

**BLOOD DONATIONS**

The Clinical Center supplies vital blood and blood components for patients with cancer, heart disease, and blood disorders. This blood comes solely from volunteer blood donors.

Families and friends of patients at the Clinical Center can help the Department of Transfusion Medicine continue to provide this "gift of life."

Giving blood is easy and takes less than 30 minutes. Donation is safe and there is little discomfort. Every donation helps patients at the Clinical Center. Contact the department at 301-496-1048 or 301-496-1049 to ask how you can help.

**ELECTRICAL APPLIANCES/ MEDICAL DEVICES**

To ensure a safe environment on the patient care units and throughout the hospital, we have a policy about electrical appliances patients may bring. Small personal appliances such as electric razors, hair dryers or laptops are okay, but they should require standard 110-volt electricity and should not show signs of damage (frayed cords). Irons, portable heaters, heating pads, hot plates, toasters, hot oil popcorn poppers and other kitchen appliances used to heat and prepare food are not permitted. Because of concerns for the operation of medical equipment, we restrict the use of cellular phones and other transmitting devices in some patient care areas.

If you have any questions about the appliances or equipment you may bring, be sure to ask your nurse.

If you own or rent a medical device that you routinely use, you may bring it to the Clinical Center. When you are admitted, our staff will tell you whether this device can be used. When possible, we will try to accommodate your special needs and you will be allowed to use the device. However, the Clinical Center reserves the right to substitute another device for yours if it is determined necessary for your protocol or for your care at the Clinical Center.

If it is okay for you to use your medical device at the hospital, the device must be in good working order. Since we may not have your device at the Clinical Center, you should also bring a supply of disposable items (e.g., special tubing or bags), instructions for use, as well as any reports on the testing and performance of the equipment.

#### FOOD & LODGING FOR COMPANIONS

##### Food

##### **Cafeteria on B1 Level (Magnuson Center)**

This is a full-service cafeteria, open to the public. Hours of operation are posted outside the cafeteria.

##### **Cafeteria on 2nd Floor (Magnuson Center)**

This is a full-service cafeteria, open to the public. Hours of operation are posted outside the cafeteria.

##### **Café (Hatfield Center)**

Beverages and light fare are available in the cafe, located right off the Atrium on the first floor in the Hatfield Center. Hours of operation are posted and the cafe is closed on weekends.

Food may also be purchased in vending machines throughout the Clinical Center. A

vending machine with both hot and cold food items is available on the 3rd floor of the hospital near the Intensive Care Unit and on the 5th floor near the Metabolic unit.

##### **Lodging**

There are several hotels near NIH, and the Clinical Center admissions section can provide you with a list of local accommodations and may help arrange for temporary housing. The Clinical Center maintains a list of nearby accommodations at <https://clinicalcenter.nih.gov/about/visitor/hotels.html>

**Edmond J. Safra Family Lodge**—The Edmond J. Safra Family Lodge at NIH offers a home-like place of respite for families and loved ones of adult patients who are receiving care at the NIH Clinical Center, the nation's premier clinical research hospital.

The facility includes 34 guest rooms (most have two double beds), a library, a generously equipped business and telecommuting center, a fitness center, a home-style kitchen where guests are encouraged to cook their meals (food must be provided by each guest), and comfortable social areas. There are two fully equipped laundry rooms for guests to use.

##### Safra Family Lodge Referrals and Contacts

Guests must be referred by the institute conducting the patient's clinical research study. The Safra Family lodge does not accept self-referrals.

In general, guests:

- Must be a family member, caregiver or loved one supporting an adult patient at the NIH Clinical Center. Under special circumstances, adult patients may be lodge guests.
- Must live more than 50 miles from the NIH campus in Bethesda, Maryland
- Must be over 18 years of age (unless accompanied by an adult)

**Registration priority:**

- 1.** Guests of inpatients in intensive care
- 2.** Guests of inpatients who are receiving palliative or end-of-life care
- 3.** Guests of inpatients who are undergoing inpatient surgery or who are admitted for a length of stay of equal to or greater than one week
- 4.** Discharged inpatients transitioning to home (and their guests)

**5. Outpatients**

The Edmond J. Safra Family Lodge follows the same infection control rules as the Clinical Center. Any patient who is on isolation is not permitted to visit or stay at the Safra Family Lodge. The Safra Family Lodge staff may ask you questions when you check in to ensure that you do not have any infections that could be spread to other patients or families. If you are infectious, you may be temporarily relocated.

For more information on The Edmond J. Safra Family Lodge, including details on referrals and use of the facility, call **301-496-6500** or email:

[cc-famlodge@cc.nih.gov](mailto:cc-famlodge@cc.nih.gov). Information is online at: [www.cc.nih.gov/familylodge/index.html](http://www.cc.nih.gov/familylodge/index.html).

**The Children's Inn**—The Children's Inn at NIH is a family-centered residence on the NIH campus that hosts 59 children and families who come from all 50 states and 74 countries around the world. Families stay together in The Inn's healing environment while participating in groundbreaking medical treatment at NIH. The Inn's mission is to foster healing by providing private sleeping rooms, common rooms, playrooms, kitchens, and laundry facilities where families can interact and support one another. In addition, The Inn offers a meditation Reflection Room, a game room with all the modern electronic games, as well as a pool table and air-hockey table. The Inn

also provides numerous art, music and healing activities, outings, and dinners for families. The Children's Inn accepts residents up to age 26. The first reservation to stay at The Children's Inn must be made by the patient's medical team. Thereafter, returning residents may call The Inn directly at **301-496-5672** or toll free at **1-800-644-4660**. Go online for more information at:  
[www.childrensinn.org](http://www.childrensinn.org).

Pediatric patients and their families may also visit the Inn as day visitors during their stay at NIH even though they are not residents.

The Children's Inn follows the same infection control rules as the Clinical Center. Any patient who is on isolation is not permitted to visit or stay at The Inn. The Inn staff may ask you questions when you check in to ensure that you do not have any infections that could be spread to other patients or families. If you are infectious, you may be temporarily relocated.

**GIFT SHOPS**

***The Foundation for Advanced Education in the Sciences First Floor Atrium and First Floor near Masur Auditorium*** The Foundation for Advanced Education in the Sciences runs two gift shops in the hospital. One is located off the atrium on the first floor and the second is located next to the coffee shop near Masur Auditorium. Open Monday thru Friday, their hours are posted outside the shop.

***Concession Stand B1 Level (Magnuson Center)*** A concession stand for food, snacks, sundries, newspapers is on the B1 level of the Magnuson Center, near the Cafeteria and opposite the Credit Union on B1. Open Monday-Friday, its hours are posted outside the stand.

**GUIDELINES FOR CHILDREN VISITING**

Children are encouraged to visit during regular Clinical Center visiting hours. Children under age 14 must be accompanied and supervised by a familiar, responsible adult. At the discretion of the nurse manager, adolescents between the ages of 14 and 18 may visit unaccompanied. Visitors may visit in the unit and common rooms (lounges, cafeterias, playrooms) within the Clinical Center and in the room of the patient they are visiting. 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. Any visitor who becomes disruptive may be asked to leave.

**HAIR GROOMING**

A barber shop and a beauty shop are on the B1 level of the Magnuson Center, right outside the B1 Cafeteria. They are open Monday through Friday. These services can also be performed at the bedside. Ask your nurse or social worker for more information.

**HOSPITAL DISCHARGE**

When your part in the research is completed and your health permits, you will be discharged to the care of your referring doctor. If you need help to make arrangements, a doctor, nurse or social worker can assist you.

If you need continued medical or nursing care after you leave, members of our staff will help you locate appropriate community resources. Social workers may be particularly helpful in making these arrangements.

The length of your hospital stay will be determined by the needs of your research protocol. Some patients may be studied by their NIH doctor for months or years after leaving the hospital. You may be asked to

return to the outpatient clinic for examinations from time to time. Your NIH doctor will explain the procedures if he or she wants you to return. If you cannot keep appointments for return visits, please notify your physician promptly.

We hope that you will want to stay with the study until your part is complete. By participating in clinical research at NIH, you help many others who are ill. The contribution you make is an essential part of medical research.

**HOSPITAL VOLUNTEERS**

The NIH Clinical Center Volunteer Program enhances and extends the services provided by staff and various departments. Volunteers understand that being in a hospital can be overwhelming and confusing. They help where they can to make your experience away from home, family and friends as pleasant as possible.

You might see them serving coffee, assisting with admissions, providing an escort companion, delivering mail and reading materials, helping with arts and crafts, special events/activities, providing child care and other hospitality services as needed.

Contact the volunteer services program office at 301-451-9868.

**FAMILY FRIEND PROGRAM**

Volunteers can provide assistance with child care through the Clinical Center Family Friend program. The program may be used by parents who need respite while caring for children who are pediatric patients, by parents who are outpatients but have no other means of child care (such as family members or friends) and other child care needs that might arise. The program cannot accommodate a daily need for child care or overnight respite. Arrangements must be

made in advance and are made through your social worker or research nurse.

#### **HOSPITALITY SERVICES**

Hospitality information desks are located at the entrances to the hospital and in other key locations. Hospitality staff members are available Monday through Friday to assist you with directions, questions, wheelchairs, escorts, and in any other way that they can. Hours for the desk at the main lobby of the Hatfield Center are 6:30 a.m. to 5 p.m.

#### **IDENTIFICATION BADGE**

Patients and family members may ask their health care team about getting an NIH Patient Identification Badge (also called an Extended Visitor Pass). A member of your health care team must sign an application form. You will be asked to provide your name, date and place of birth, and social security number before we can process your request.

This badge expedites the security screening process. Take the completed application to the Clinical Center Badging Station, located on the 1st Floor of the Hatfield Center, in the main lobby next to the Hospitality Desk. Hours are 7:30 a.m. to 4:30 p.m., Monday through Friday.

#### **IDENTIFICATION BRACELET**

On admission to an inpatient unit, you will receive an identification bracelet to wear on your wrist. Please keep it on at all times, even while bathing or when going home on weekend pass.

This bracelet will serve as identification when you go through security checks at NIH.

#### **INFORMATION SERVICES AND PATIENT INFORMATION**

If you would like to have more information about the activities of the National Institutes of Health or any of its Institutes or Divisions,

The Office of Communications and Media Relations staff may be able to help. Call 301-496-2563 if you would like to obtain some material.

The hospital also produces a variety of patient information materials on many of the conditions and procedures under study at the Clinical Center. Feel free to ask your doctor or nurse whether there is any literature available about a topic of interest to you.

#### **LANGUAGE INTERPRETER**

Interpreting services are available at the Clinical Center, in person or over the phone, for a variety of languages. You may request phone service on the unit or in the clinic. Please call the language Interpreters Program for information at 301-496-2792 from 7:30 a.m. to 4 p.m. Monday thru Friday. Evenings, after 4 p.m., or on weekends, contact the on-call social worker by calling the page operator at 301-496-1211. For sign language interpretation for the hearing impaired please contact 301-402-8180.

#### **LAUNDRY**

Washers and dryers are available for your use at no cost. They are located adjacent to some in-patient units. Ask at the nursing desk for directions and laundry supplies.

#### **LEAVING THE UNIT**

Before leaving the unit or clinic, please sign a check-out sheet at the nurses' station and inform a staff member. This enables the medical and nursing staff to locate you if necessary. Check with your nurse to see if you are scheduled for any tests or medications.

#### **LUGGAGE STORAGE**

Patients can store their luggage in the transportation area located off the Main lobby entrance to the Hatfield Center. The luggage lockers are available for use 24 hours a day. The transportation staff are not responsible

for possessions which are either lost or damaged.

#### MAIL SERVICES

Mail is usually delivered to your unit twice a day Monday thru Friday. Special delivery and registered mail will be distributed as soon as it arrives. You may mail stamped letters from your unit or in the U.S. Mail collection box outside of the north entrance of the hospital.

Provide this address to your friends and relatives:

**Patient Name  
NIH Clinical Center  
Patient Care Unit, room #  
10 Center Drive, MSC 1000  
Bethesda, MD 20892**

To make sure your mail reaches you quickly, relatives and friends should write "patient mail" on the envelope and include your unit and room number. For mailing packages, patients and senders can use tracking services offered by the U.S. Postal Service or by other carriers such as Federal Express. These services need not be expensive.

#### MEDICINES

Give all your own medicines (even aspirin or vitamins) to your nurse. If NIH doctors prescribe medicine for you, it will be dispensed to your unit and administered by your nurse. Please plan to be on the patient care unit at medication time.

Medications prescribed at discharge or in your clinic, are dispensed at the Outpatient Pharmacy. Please bring an up-to-date list of your medications with you when you come to the hospital.

#### METRO SUBWAY

Metro, a mass transit service operating in the Washington, D.C., area, provides transportation to the heart of Washington,

D.C., and the immediate area surrounding the city. You may obtain a Metro subway schedule from the Hospitality desk. The stop closest to the Clinical Center is "Medical Center" on the Red line located on the NIH campus near the National library of Medicine. You may contact Metro for information by calling 202-637-7000 or visiting [www.wmata.com](http://www.wmata.com). The NIH campus shuttle makes routine stops at the Metro Station.

#### MONEY AND VALUABLES

When you are admitted, valuables such as money or jewelry should be taken to the cashier's office located on the first floor where they will be placed in a locked vault. You will receive a receipt. Cashier's hours are 9 a.m. to 5 p.m. Monday thru Friday. If you expect to be discharged on a weekend, evening, or holiday, withdraw your valuables in advance. You may call the cashier's office at 301-496-2654. If you are going to be discharged before 9 a.m., be sure to remove your property before 5 p.m. the previous day. At other times, the admissions staff will accept valuables to keep in the safe and turn them over to the cashier for you. Be sure to safeguard your property and belongings.

#### NEWSPAPERS

Newspapers are available in the gift shop located off the Atrium on the 1st floor of the Hatfield Center and at the concession stand on B1. There are also newspaper kiosks located in the Atrium in the Hatfield Center.

Newspapers are also available in the Patient Library.

#### NURSE CALL SYSTEM

Each bed has call systems that signal the nurses' station. Your nurse will explain how to use the devices to call staff member.

#### NURSING STAFF

The nursing staff will provide much of your day-to-day care. They will also assist you and

your family and see that your medications, tests, and treatments are carried out. You will become familiar with the unique and special features of your unit.

#### NUTRITION SERVICES

The Clinical Center Nutrition Department's mission is to provide the best nutrition care and food service to you during your stay. In order to accomplish this goal, we offer room service to our inpatients. Using the room service menu located at each bedside, you can order a meal from 6:30 a.m. to 6:30 p.m. We also offer many specialized Room Service menus including Kosher, low-fat, and low-sodium diets. Menus are also available in Spanish. For medical or research reasons, some patients must follow restricted diets that may not be part of the room service program. In these cases, you may be asked to select meals a day in advance from a paper menu. Family and friends may purchase food in any of the cafeterias, vending machines, and shops throughout the Clinical Center.

Clinical nutrition consults are available by physician or nurse referral to all inpatients and outpatients of the Clinical Center. Clinical research dietitians have advanced training and expertise and are assigned by institute to every patient care area.

#### PARKING FOR PATIENTS AND PATIENT VISITORS

There are two options for parking and both are free.

##### ► ***Parking your own vehicle***

If you choose to self-park, drive to the Patient Parking garage (P1), which is on the west end of the building off Convent Drive. Parking attendants will be available to assist you. You'll enter the hospital through a lobby on the lower (P1) level. Stop by the parking validation desk to have your parking ticket validated. The south elevators serve the P1 parking garage.

##### ► ***Valet parking***

If you prefer to use the valet parking service for patients and visitors, drive to the Clinical Center's main entrance on Center Drive. Valet parking is available Monday thru Friday, 7 a.m. to 10 p.m. (excluding federal holidays). Bring your valet claim ticket inside with you to be validated at the Hospitality Desk.

#### Special notes

- Parking is always available for patients and their visitors in the garage.
- On weekends and nights, you can park easily on the P1 level of the Clinical Center garage. At those times, it is not necessary to get a ticket for validation.

#### PASS

You will need agreement from your doctor if you wish to go outdoors. Many patients may also leave the campus for an evening or weekend. Obtain a pass from your doctor and check with a nurse to make sure no tests are scheduled when you plan to be away. Your nurse will obtain any medicine that you will need, and he or she will notify the kitchen about your missed meals. Because units may have slightly different procedures, be sure to check with a nurse.

#### PATIENT COMPUTERS

There is a combination television and computer (with Internet access) at most, but not all, patients' bedsides. The computers provide patient's access to games, personal e-mail via the Internet and Starbright World, an interactive website for pediatric patients. These computers also provide a direct link to the Clinical Center home page in which patients can access various patient education documents in both English and Spanish.

#### THE PATIENT CARE UNIT

Your stay on the patient care unit will have some routine features. Meals, sleep, doctors'

visits, and medicines are usually scheduled at regular times. Occasionally, you may be referred to other departments for treatment and care. You may have special tests or perhaps treatments, but usually your entire day will not be filled.

You may also enjoy becoming acquainted with other patients. They come from many different backgrounds but share the common experience of participating in clinical research at a government research hospital.

**PATIENT ESCORT SERVICES & WHEELCHAIRS**  
Patient Escort Services provides wheelchair transport or personal escort for patients to tests and procedures. These services are arranged as needed for you by the patient care staff. Wheelchairs are available at the entrance to the hospital and at the patient parking garage entrance. Upon arrival, Hospitality staff members are available if needed to transport you or personally escort you safely to your destination. Wheelchairs are also provided in treatment and patient care areas.

**PATIENT ENTRY: CAMPUS ENTRANCE FOR PATIENTS AND FAMILIES**

The West Drive-Main Patient/Family Entrance, at the intersection of West Cedar lane and West Drive, eases access to the NIH for patients and their visitors by providing one-stop security screening. Individuals 16 years and older need a photo ID. This entrance is open daily from 6 a.m. to 10 p.m.

When the West Drive-Main Patient/Family Entrance and the Gateway-Metro Entrance are closed, please drive to the Commercial Vehicle Inspection Facility (CVIF) daily 10 p.m. to 6 a.m., located on Rockville Pike (Route 355) between North Drive and Wilson Drive.

Pedestrians can enter the NIH campus at the Gateway-Metro entrance which is open weekdays from 6 a.m. to 10 p.m. Pedestrians who arrive at the campus after hours should use the blue phone for assistance.

**RECREATION THERAPY SERVICES**

The Department of Rehabilitation Medicine's recreation therapy section's mission is to help patients cope with the stress of hospitalization, function at their highest possible level, and maintain their quality of life while managing illness and experimental treatment. Individualized recreation therapy plans can be established with a physician's order. The section offers both treatment and recreational activities.

**Recreation Therapy Clinic & Relaxation Room**

**Location:** first floor Hatfield Center, Rehabilitation Medicine Department

**Activities:** Wii game system, crafts, special programs and relaxation training

**Patient Game Room**

**Location:** 3rd floor North East wing

**Activities:** billiards, foosball, board games, puzzles a big-screen television

**Patient Fitness Center**

**Location:** 7th floor, Hatfield Center

**Equipment:** treadmills, a recumbent bicycle, elliptical trainers, and strength training equipment. Before patients can use the fitness center, their NIH doctor must sign a medical clearance form. Patients' guests and family members must sign a release form before they can use the exercise equipment. A recreation therapist will orient patients and their guests to the equipment.

**Recreation Therapy Section Playroom**

**Location:** 1st floor, Hatfield Center

**Activities:** Family-centered care activities for patients, siblings, and young visitors of adult patients. The playroom has electronic games,

children's crafts, board games, an aquarium and resident guineapigs.

#### PATIENT LIBRARY

The patient library is open to patients and their families and friends. Popular and bestselling books, DVDs, audiobooks and music CDs for adults and children may be borrowed. Materials in Spanish, French, Chinese and other languages are also available. More than 20 popular magazines, *The Washington Post*, *New York Times*, and *Wall Street Journal* are available daily in the library. Patients and guests may access the Internet on computers in the library. Patients may browse the library's online catalog from their bedside computers. Library staff will also arrange for guest accounts on the NIH wireless network for those coming with their personal laptops. Contact the Patient Library at 301-451-7603.

#### OTHER PROGRAMS:

*Community outings* - Trips into the community to movies or sightseeing take place regularly.

*Animal-assisted therapy* - Several times a month, dog owners bring specially trained therapy dogs to visit both adult and pediatric patients. A therapist can also use animal-assisted therapy to help patients on a case-by-case basis. Strict infection control procedures are followed to ensure the health and safety of everyone involved.

Your NIH physician and members of your treatment team may recommend other recreation therapy services. Additional information is available on the Patient Recreation Activities Calendar.

#### ROUNDS

NIH doctors, physician assistants, as well as nurses, nursepractitioners, consultants, specialists, students, and trainees periodically make group visits to the patient care units to

review patients' health status. During these visits, called "rounds," doctors may want to examine you and talk with you. Rounds may occur every day, once a week or special rounds may be scheduled less often.

Check with your nurse for the times of rounds on your patient care unit. You will probably be asked to be in your room for rounds.

#### SHUTTLE SERVICE & PUBLIC TRANSPORTATION

Shuttles leave from the main entrance of the Hatfield Center. Shuttle service is available free of charge for patients and families who wish to go to:

- The Children's Inn
- Safra Familylodge
- Nearby hotels
- Airports:
  - Baltimore-Washington International (BWI)
  - Dulles International (IAD)
- Ronald Reagan National (DCA)
- Metro
- Other NIH Buildings

Shuttle schedules are available at the Hospitality Desk located at the main entrance to the Hatfield Center. Hospitality staff can assist you.

Taxi cabs are also available at your own expense, leaving from the main entrance of the Hatfield Center. To arrange a cab pickup, visit the Transportation desk located at the main entrance or call 301-496-1161.

#### SMOKING POLICY

As the nation's leading medical research center, the NIH Clinical Center is committed to ensuring a healthy and safe environment for patients, visitors and staff. The NIH is a smoke-free campus. However, Medical Executive Committee policy permits patient smoking under certain strictly controlled circumstances. Patients who want information about how to quit smoking

should talk with a member of their care team or with the principal investigator on their study.

#### SOCIAL WORK SERVICES

NIH social workers understand that illness and medical treatment affect not only the patient, but also the family as a whole.

If you or members of your family have difficulties or concerns during your stay, social workers are here to help. Social workers routinely screen all new inpatients and are also readily available to outpatients upon request.

You are encouraged to ask to speak with a social worker when you want to discuss concerns about your illness or NIH protocol participation. Often patients and families want to be able to discuss concerns about their families, their jobs or difficult feelings. For example, sometimes patients or family members may find they feel particularly anxious, depressed or worried, and that they would like to speak with someone about it.

Social workers provide counseling. They can also help connect you and your family to valuable resources, support organizations and public and private agencies to address your personal, financial and health care problems. When you need special assistance with discharge, the social worker can work with your medical team to set up services, supplies, special equipment, rehabilitation or home care.

There are several ways you can obtain social work services:

1. Call the Social Work Department at 301-496-2381 and ask for a visit from a social worker.

2. Ask your doctor, nurse or any other member of your medical team to set up a meeting with your social worker.

#### SPIRITUAL CARE

The Clinical Center's Spiritual Care Department assists patients and their families in meeting their spiritual needs. Chaplains are available for personal visits with you and your loved ones. The services of the department are available to members of all faiths as well as for those who are not affiliated with a particular faith group. The main Interfaith Chapel on the 7th floor is generally open 24/7 for private prayer and meditation.

**Religious services are scheduled at these times:** **Catholic Mass:** Sunday - Friday at 11:15 a.m. and Saturday at 4 p.m.

Holy Communion is distributed at the bedside upon request. The Blessed Sacrament is reserved in a small chapel on the 7th floor. This chapel is open 24 hours a day for meditation.

**Islamic Jumah:** Friday at 2 p.m.  
Purification rooms are located next to the chapel.

**Jewish Mincha Minyan:** Monday thru Thursday at 2 p.m.

**Protestant Worship:** Wednesday, 1 p.m.  
Bedside Communion is available upon request.

**Nondenominational:** Wednesday at 3:30 p.m.  
Group meditation.

Special services and changes in the regular schedule are announced by special notice and in the patient activities schedule available at the nurses' station. Escorts can be arranged through the nursing staff to take patients in wheelchairs to the chapel. Those with faith specific needs are asked to contact the

Spiritual Ministry Department to coordinate arrangements.

To contact a chaplain, call 301-496-3407, or ask any member of your health care team to help you.

#### TELEPHONES

On most units, there are telephones in each room for local calls.

- ▶ To call a number within the hospital, press the 10 digits of the number.
- ▶ To call local outside numbers:
  - Press 9-202 for Washington, D.C.
  - Press 9-301 or 9-1-410 for Maryland.

For long-distance calls, you may use your patient extension to call collect or to bill charges to a credit card. It is not possible to charge calls to your room extension or accept incoming collect calls.

On each patient care unit, a telephone is provided for long-distance calls at no expense to you. Calls may be placed from 6 a.m. to 8 a.m. and from 6 p.m. to midnight. We urge you to limit your calls to 10 minutes in consideration of your fellow patients who may also need access to the telephone. If you cannot get to this telephone, ask your social worker to authorize a long-distance call from your room telephone. Family and friends may call you directly. If they do not have your number, they can reach you through the NIH operator at 301-496-4000. As a courtesy to other patients, please ask family and friends to call before 10 p.m.

#### TRAVEL

If you need help with travel plans, the travel agency staff can assist you and your family. The staff can obtain plane, train, bus, and airport shuttle information; make reservations or changes for you; and secure tickets. For further information and assistance, call or visit the travel office on the first floor weekdays between 8 a.m. and 5:30

p.m. The telephone number is 1-866-227-9339 or 301-496-6676.

#### TVS AND RADIOS

TVs are available without charge.

#### UNIVERSAL PRECAUTIONS/ ISOLATION

##### PRECAUTIONS

**Universal precautions**-One of the goals of the Clinical Center is to provide a safe and healthy environment for patients and staff. Universal precautions are a set of guidelines followed by hospital staff to reduce the transmission infections that may be carried in blood and moist body substances. Hospital staff should follow universal precautions with all Clinical Center patients. If exposure to a patient's blood, body fluids or other infectious materials is likely, hospital staff members will use some type of personal protective equipment

Gloves are the most frequently used personal protective equipment. You may notice health care members wearing gloves while drawing your blood. Masks, gowns and protective eyewear might also be used when performing a procedure where blood or other infectious materials might splash on a health care worker's skin, eyes or mouth. Housekeeping staff wear gloves and gowns when changing soiled linens and wear gloves when handling trash. Hospital staff should observe universal precautions with all Clinical Center patients.

**Isolation precautions**-Universal precautions are not always enough to prevent the transmission of all infectious diseases. Some infectious diseases may require additional protective measures to prevent the spreading to others. If hospital staff suspect that a patient has one of these infections, that patient is placed on isolation. Gloves, gowns, masks and protective eyewear are used more frequently by staff caring for patients on isolation. Patients who are on isolation should

limit the amount of time they spend out of their rooms.

They should not visit busy, crowded areas and may not visit with other patients in the hospital.

If you require isolation, a sign will be placed on your room door. The sign reminds staff which additional protective equipment they should wear. The sign also instructs visitors to check with nursing staff for more information before entering your room. If you require isolation, your nurse or doctor will explain this to you. To protect patient confidentiality, isolation signs do not identify the patient's infection.

During cold and flu season, it is important to let your doctor or nurse know at once if you have a cough, sore throat, runny nose, or congestion. Visitors with these symptoms should avoid coming to the Clinical Center until their symptoms resolve.

You can receive more information about universal precautions or isolation precautions through your unit staff, who will contact the Hospital Epidemiology Service at 301-496-2209.

#### VISITING HOURS

Visiting hours are generally from 9 a.m. to 9 p.m. On some units, hours may vary, and there may be age restrictions for visitors.

#### CAMPUS ACCESS

Patients and visitors arriving at the West Drive main entrance to the Clinical Center will be asked for a valid photo ID (driver's license, state ID, passport). Bags and luggage will be inspected. You will be issued a Visitor Pass that should be worn at all times in the Clinical Center and while on the campus. If you are unable to wait in line for this procedure, please inform the security staff who will

notify a member of the Clinical Center's Hospitality Staff to come and assist you.

#### WIRELESS INTERNET ACCESS

Guest wireless service is available for patients and their guests at the NIH Clinical Center, Family lodge and The Children's Inn. This service provides access to the Internet and social media only. Please note that the network is not secure or encrypted, and it does not allow access to any NIH internal systems, services or resources. To access the guest wireless service, simply follow these steps:

1. Select the NIH-Guest-Network in "available wireless networks" from a laptop or mobile device, then click the "connect" button.
2. Once you launch a web browser (such as Internet Explorer, Mozilla Firefox, Safari), you will be redirected to a page displaying the network Terms and Conditions.
3. After reading the Terms and Conditions, click "Accept" and you will have immediate access to the Internet.
4. If you have problems accessing the guest wireless service, visit a Hospitality desk centrally located on the first floor of the Clinical Center, the NIH Patient library located on the north end of the seventh-floor atrium, or contact Wireless Device Assistance at 301-451-4380.



## Support Services for Patients and Families

### SOCIAL WORK SERVICES

Your social worker can help you access the following services:

**Barber and beautician services**—Barber and beautician services are available to patients and their visitors. An appointment should be made for using these services. Call 301-496-3019 for the barber shop; call 301-496-2765 for the beauty shop. For patients in financial need, a social worker may provide a voucher that meets the cost. For patients confined to their patient care unit, the barber or beautician will come to the patients.

**Family Friend program**—Assistance with child care is available through the Clinical Center Family Friend program, a child care service staffed by trained volunteers. The program may be used by parents who need respite while caring for children who are pediatric patients, and single parents who are outpatients but have no other means of child care, such as family members or friends.

Arrangements must be made in advance and can be made by the social worker or the protocol's research nurse.

**Medic-Alert and stainless-steel bracelets and necklaces**—The Clinical Center will help patients whose medical problems warrant them obtain stainless steel Medic-Alert bracelets and necklaces. Contact your social worker to obtain the order form for this identification. To ensure the accuracy of the information on the bracelet or necklace, you should talk with your doctor about how to state your medical condition.

**Wigs for patients**—If you have hair loss during treatment, your social worker can authorize a wig voucher. This voucher allows you to buy a wig from a local business contracted through the Clinical Center. You can then contact the wig contractor and make an appointment. You may pick up your wig voucher from the social work office in room 2-3581.

### OTHER SERVICES

**ClinicalCenter galleries**—looking around the first floor of the Clinical Center, you will notice art galleries. These galleries, on view 24 hours a day, feature artwork by artists from the Washington, D.C., area, with occasional exhibits from around the country. Each artwork sale benefits patients with a 20 percent donation contributed to the Patient Emergency Fund (PEF). Since 1995, these galleries have raised over \$78,000 for the PEF. Price lists and other information about the galleries are available from the Office of Facility Management. Art may be purchased. Feel free to browse through the galleries to enjoy the current display and, perhaps, to purchase a favorite piece.

**Friends of Patients at the NIH**—Founded in 1984 as the Friends of the Clinical Center and later renamed Friends of Patients at the NIH, this nonprofit, charitable organization provides emergency financial assistance to NIH patients and their families. Illness often causes stress—both emotional and financial—for patients and family members. In addition to the concerns of finding a successful treatment, lost income over a period of time

often has severe financial impact. Friends at NIH can help by providing emergency funding on a case-by-case basis to those in need during these stressful times. Friends at NIH often assists with payment of rent and mortgages, utilities, car payments, transportation costs to and from NIH, medical bills and other types of expenses. Patients desiring consideration for funding from Friends at NIH should speak with their social worker.

For information about Friends at NIH, you may call 301-402-0193, or view its web site at: [www.friendsatnih.org](http://www.friendsatnih.org).

**The NIH Children's School**—While they are patients the Clinical Center, children can attend the NIH Children's School. The school is staffed by certified teachers from the Home and Hospital Instruction Office of the Montgomery County Public School System,

who instruct students in grades kindergarten through 12. They also help candidates who wish to earn a graduate equivalency diploma (GED). To those who meet a certain criterion, English spoken as the other language (ESOL) is taught. Ideally, students come with their texts and assignments.

For students without assigned work the teachers, with guidance from the home school, can create a compatible substitute with materials provided by the NIH School. The classroom is available to those who can leave their unit. For those who cannot, bedside instruction is provided. The program's goal is to facilitate the patient's reentry into school upon leaving the NIH.

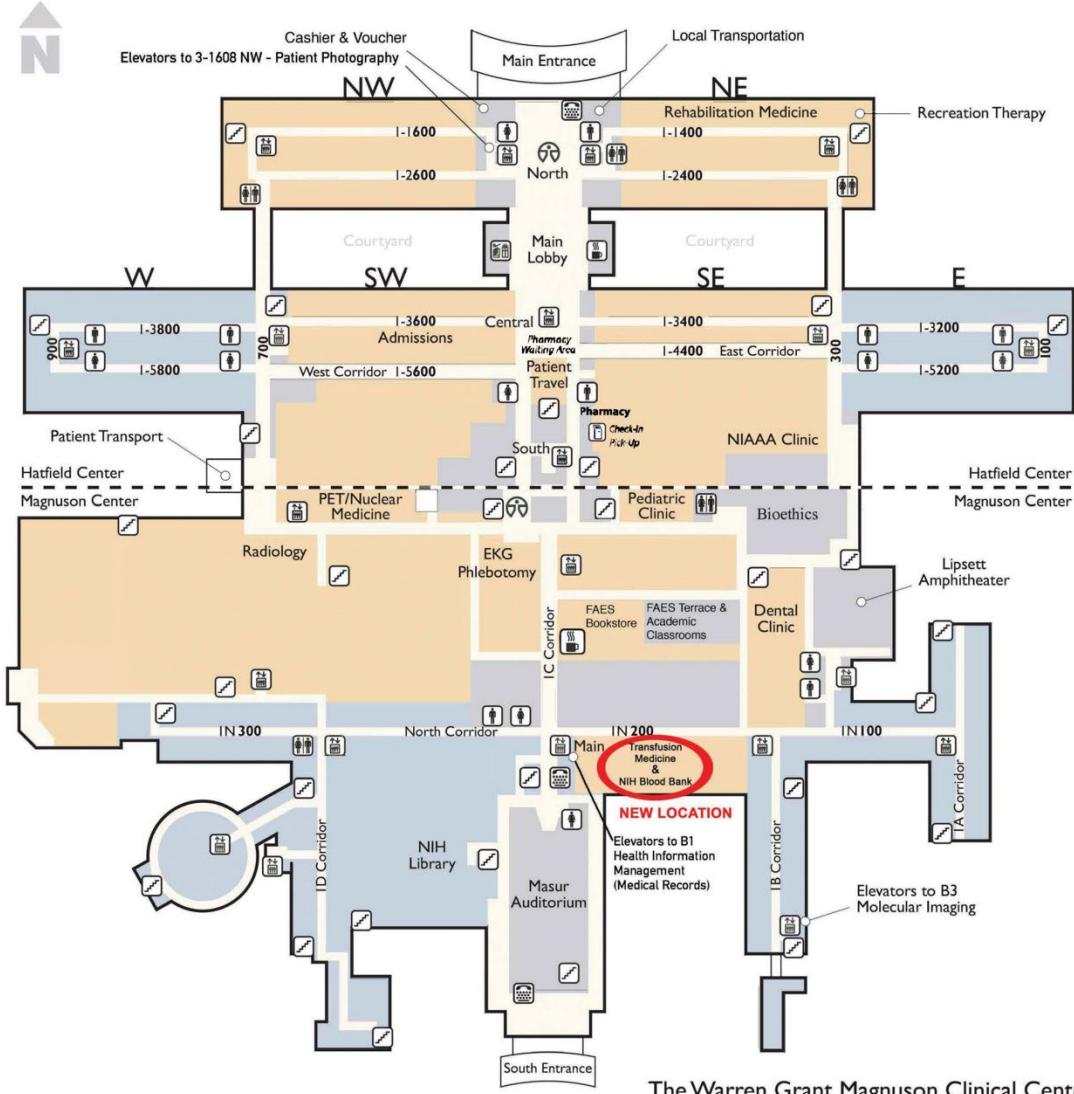
- phone: 301-496-2077
- email: [school@nih.gov](mailto:school@nih.gov)
- fax: 301-480-3727

The National Institutes of Health Clinical Center's wayfinding app:

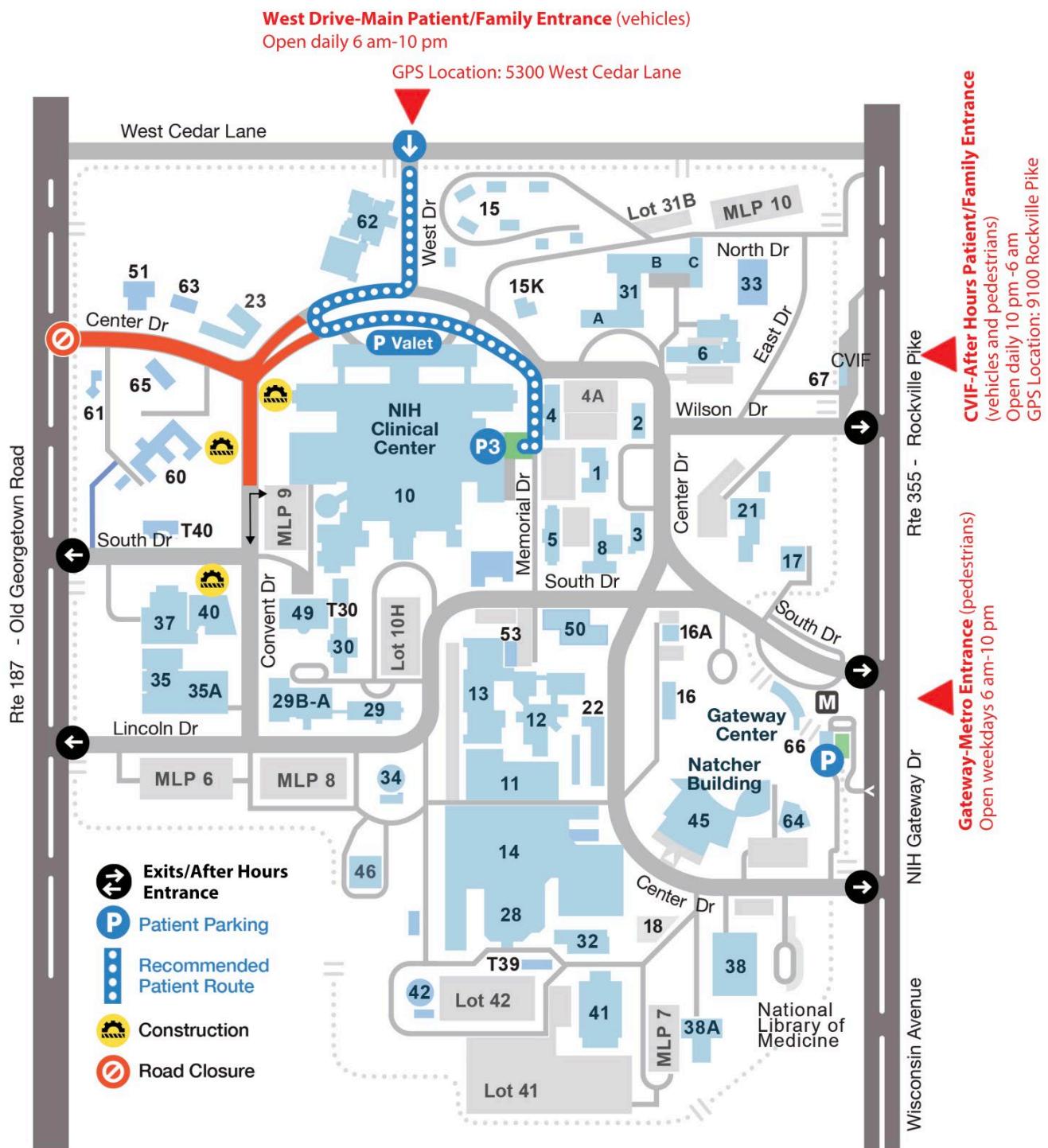
Construction Updates  
www.traffic.nih.gov

## The Mark O. Hatfield Clinical Research Center

## 1st Floor



- |  |               |  |                    |  |           |  |             |  |                     |
|--|---------------|--|--------------------|--|-----------|--|-------------|--|---------------------|
|  | Patient Areas |  | Research/Lab Areas |  | Restrooms |  | Hospitality |  | Hatfield Room ID    |
|  | Stairs        |  | Elevators          |  | TTY Phone |  | Coffee Shop |  | Floor Corridor Room |
|  | Gift Shop     |  |                    |  |           |  |             |  | I-5600 SW           |



**IMPORTANT TELEPHONE NUMBERS**

FIRE ..... 911  
SECURITY ..... 911

NIH Main Operator & Directory Assistance ..... 301-496-4000  
Visit NIH Telephone and Services Directory at:  
<http://teledirectory.nih.gov/>

Admissions ..... 301-496-3141  
Blood Bank ..... 301-496-1048  
Patient Representative ..... 301-496-2626  
Office of Patient Recruitment  
(Toll-free) ..... 1-800-411-1222  
(TTY) ..... 1-866-411-1010  
Healthy Volunteers (local) ..... 301-496-4763  
(TTY) ..... 1-800-411-1010  
Patient Portal Support Team ..... 1-855-644-6445

**GENERAL NUMBERS**

Bank (NIH Credit Union)  
(Toll-free) ..... 1-800-877-6440  
(TDD) ..... 301-881-5822  
Barber Shop ..... 301-496-3019  
Beauty Shop ..... 301-496-2765  
Bioethics Consult Service ..... 301-496-2429  
Cashier's Office ..... 301-496-2654  
Children's Inn ..... 301-496-5672  
Children's School ..... 301-496-2077  
Children's Playroom ..... 301-496-4730  
Edmond J. Safra Family Lodge ..... 301-496-6500  
General Information ..... 301-496-2563

## Gift Shop

Hatfield Building (Atrium) ... 301-451-7708  
Magnuson Building (B1 level) ... 301-496-1262

## Hospitality Services

(Main lobby) ..... 301-594-3301  
(P1 lobby) ..... 301-451-7228

Medicolegal Services (Medical Records and Patient Portal)

(Local) ..... 301-496-3331  
(Toll-free) ..... 1-888-790-2133

Metro (Washington, D.C. Mass Transit)  
..... 202-637-7000

Office of the Director ..... 301-496-4114  
Patient Library ..... 301-451-7603

## Pharmacy (Outpatient)

(Main) ..... 301-496-2866  
(Medical Refill line) ..... 1-888-465-8208

Radiology ..... 301-496-7700

Recreation Therapy ..... 301-496-4733

## Social Work Department

(Local) ..... 301-496-2381  
(Toll-free) ..... 1-888-676-5668

Spiritual Care Department ..... 301-496-3407

Transportation Services ..... 301-496-1161

## Travel Services

(Local) ..... 301-496-6676  
(Toll-free) ..... 1-866-227-9339

Volunteers Services ..... 301-496-1807

Voucher Office ..... 301-451-9868

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