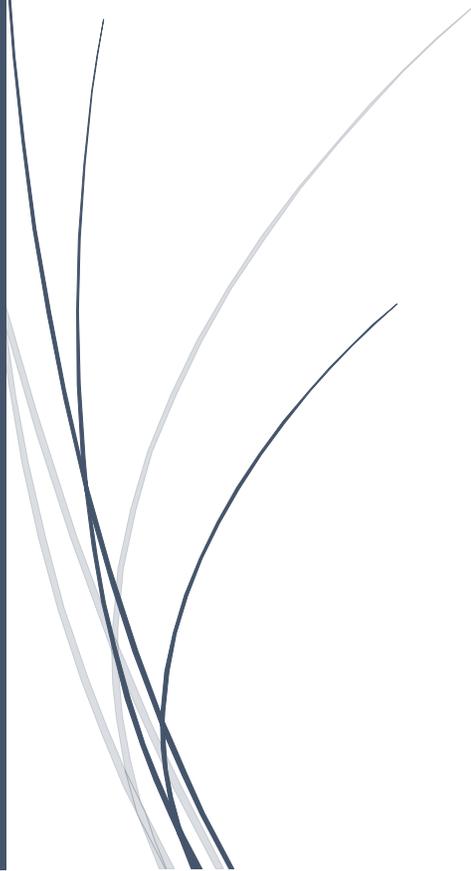8/5/2020

Patient Care Coordinator

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The Patient Care Coordinator (PCC)

Professional, efficient, engaged advocate for the patient and caregivers

Welcome to the National Cancer Institutes Center for Cancer Research (CCR) and the Office of Research Nursing (ORN)

The Patient Care Coordinator plays a critical role within the research team and often is the first person a new patient speaks with as they join a new clinical trial. You are a valuable asset for the patient and the staff members who make up study teams- physicians, research nurses, nurse practitioners and physician assistants. The PCC is relied upon as the 'hub' to make many of the clinical study operations and the patient experience, in all respects, seamless.

Overview of the PCC Role:

The role of the PCC varies depending on the needs of the individual research team. However, the following is a brief overview of typical PCC job duties and responsibilities. More detailed information can be found in the job descriptions for each specific PCC position.
- Communication with new patients and their referring physicians to provide screening and ongoing trial related patient information
- Scheduling and communication with patients and research team for tests and appointments needed to meet protocol requirements
- Request, retrieval, and delivery of samples and information from external providers related to research patients, needed for study teams
- Preparation of travel, lodging, and admissions documents for patients
- Requests for films, pathology samples, and phlebotomy information needed by research team
- Delivery of outside films to Film Library
- Entry of patient data into relevant Clinical Center systems
- Preparation, distribution, and filing of relevant documentation to research team and in research records and regulatory binders
- Overall tracking and coordination of study calendar/study status information for all patients on-study for the research team

Overview of Typical Study Team

Study teams conducting clinical research as part of the initiative of the National Cancer Institute's (NCI's) consist of several clinical research professionals. A typical study team may consist of:

- Principal Investigator (MD)
- Participating Attending Physicians (MD)
- Rotating Research Fellows (MD)
- Physician Assistants (PA)
- Nurse Practitioners (NP)
- Social Workers
- Research Nurses (RN)
- Patient Care Coordinators (PCC)

The PCC fills a critical role for the research team, providing needed assistance, coordination, and tracking of information critical to successfully putting patients through research protocols.

Table of Contents

Systems at the NIH Clinical Center

Clinical Research Information System (CRIS)

The Health Information Management Department (HIMD) is our medical records department, which is located across from the **B1 cafeteria Room L-400**.

CRIS is the primary computer information system used to support patient care, research, and administrative activities in the Clinical Center. CRIS is based on the Allscripts Sunrise Acute Care Manager 5.5 SP1. CRIS is used directly by physicians, nurses, and clinical information systems and administrative staff in performing a variety of information tasks related to patient care. To read more about CRIS, please visit: https://cris.cc.nih.gov/about/overview.html

CRIS Website: **https://cris.cc.nih.gov/**

CRIS Support: **301-496-8400**

CCR Clinical Research Operations Wiki

A comprehensive location of research resources regarding the Clinical Research Operations. Use the following link to access information regarding Biostatistics and Data Management, CCR Scientific Review, Clinical Informatics, NIH Institutional Review Board (IRB), and more: https://ccrod.cancer.gov/confluence/display/CCRCRO/Home

HELP Desk (NCI At Your Service)

Utilize this page to submit a ticket to resolve an IT issue. In addition, you can find information regarding common issues and how to troubleshoot them.

All IT issues require ticket submission either online or by phone. You will also consult this website to acquire:

1. Hardware
2. Software
3. Accessories
4. Work Cell Phone / Spok Mobile (page syst

Contact	Method	Hours
NCI Help Desk	Chat & Form on website's Main Page	Monday – Friday 8:00am – 5:00pm EST

(i.e. Hardware, Printer problems, Cell Phone)	https://service.cancer.gov/ncisp	
NCI Frederick Help Desk	301-846-5115 (local) fredhelpdesk@nih.gov	Monday – Friday 8:00am – 5:00pm EST
NIH Help Desk (Telephone services, network problems, and enterprise issues)	301-496-4357 (local) 301-496-8294 (TTY) 866-319-4357 (toll-free)	Monday – Friday 6:00am – 6:00pm EST *Limited Support After-Hours:* Sat-Sun: 8:30am – 5:00pm EST Mon-Fri: 6:00pm – 12:00am EST

Clinical Center Intranet

The Standard Clinical Desktop is a webpage http://intranet.cc.nih.gov/scd/scd2.html that contains useful information and links.

Listed below are the most common tools found on the Standard Clinical desktop PCC's utilize during their time at the Clinical Center.
The following links will only work when connected to the NIH network.

| **102 Pager Website**
 https://102pager.nih.gov/WebXchange/ | Used to page a person within NIH for immediate contact. |

Abbreviations http://intranet.cc.nih.gov/abbreviations/index.html	Unsure about a medical abbreviation? Use this tab to look at the NIH pre-approved abbreviation definitions.

Admission Travel Voucher (ATV) Request System
https://atv2.cc.nih.gov/
	This system is used to:
	   o **Input new patient demographics to create a patient MRN**
	   o **Update Patient Demographics**
	   o **Reimbursement**
	      ▪ Government Arranged Travel **(GAT)**
	      ▪ Request travel & lodging reimbursement
	      ▪ Financial Assessment
	
	   o **Admission**
	      ▪ Inpatient/Outpatient
	      ▪ External Location Registration
	      ▪ Reactivate an old MRN

Hospital Epidemiology Service http://intranet.cc.nih.gov/hospitalepidemiology/index.html	Learn about infection control within NIH
Patient Education http://intranet.cc.nih.gov/rpec/index.html	Helpful information for patient and their families
Protocol Consents https://clinicalstudies.info.nih.gov/Search.aspx	Weblink use to obtain current protocol consents
SISWeb https://sisweb.cc.nih.gov/SISWeb_PROD/	Weblink use to book surgical cases in the Operating Room Contact Cecilia Webb (Cecilia.webb@nih.gov) for access

General Communication

The PCC is the first point of contact with patients and should exhibit the upmost level of professionalism and provide excellent customer service to Clinical Center patients and their families making their way through a study protocol is complicated and stressful for many patients, especially given the seriousness of their medical condition and stress of the treatments they are being given.
Below is a list of common methods of communicating with patients and colleagues at the NIH.

E-Fax Formula	Faxes can be sent via email at the NIH. Please consult your team on how they send and receive faxes. Utilize the following generic formula in order to successfully send an eFax: RecipientName%9-1-areacodenumber@fax.nih.gov
Medical Secure Email (MSE)	https://medicalsecureemail.nih.gov/bds/Login.do Used to communicate and send small files securely to patients
Patient Portal	https://clinicalcenter.nih.gov/followmyhealth/index.html Patient access to medical records "Follow My Health"
Secure Email and File Transfer (SEFT)	https://secureemail.nih.gov/bds/Login.do Used to send large files securely to patients and outside providers
Page Operator Phone	Call 301-496-1211 or phone page: 102 followed by pager number
Encrypted Email	Microsoft Outlook is the main way to communicate securely with NIH Staff. **All email correspondences containing personal identifiable information (PII) must be encrypted.** *New Email >Options >Tab >Permission > Encrypt*

NIH Ned – Staff Directory https://ned.nih.gov/search/

Additional Useful Information

The PCC is an essential part to each team and branch they are assigned to. There are specific methods, operations and ways of executing their job duties to assist their team and patients. In order to properly start carrying out fundamental duties, each PCC will need to become informed and proficient with the following:

Microsoft Outlook Calendars and Shared Drive	Access will be granted by Branch. Consult your team lead or research nurse to determine which drives are required
Team Dynamics	Get to know the fellow members of your team: PI, fellows, nurse practitioners, physician assistants, research nurses, other PCCs
Team Protocols	Review team-specific protocols you will be working with. You can access these and more by clicking the following: https://home.ccr.cancer.gov/intra/eligibility/welcome.htm
Shadow PCC Preceptor	Familiarize yourself with the PCC job functions and responsibilities
CCR Referral Database	Database used to obtain new patient referral information and upload outside records. Click here: https://ccrreferrals.nci.nih.gov/ **Access is required**
Central Registration Office (CRO)	Submission of the eligibility checklist for enrollment onto a clinical trial, or protocol Visit this site: https://home.ccr.cancer.gov/intra/eligibility/welcome.htm

The Clinical Center

The CCR offers a unique set of resources to patients:

- Access to new state-of-the-art therapies and procedures that are often not available elsewhere
- Expert evaluation and cutting-edge clinical trials
- A clinical team who works with outside physicians to form an expert care team
- Care at the Clinical Center that is at no cost
- Travel and Lodging accommodations

The Clinical Center Orientation

The Clinical Center at NIH can be overwhelming to navigate. To help guide you and patients we recommend downloading the following free app to your smartphone or tablet: **NIHCC Take Me There** or visit the web version: https://www.takemethere.cc.nih.gov/.

The *NIHCC Take Me There* app can help you and patients find important locations at the CC such as: In/Outpatients Pharmacy, Radiology, Interventional Radiology, Operating Room, Pre-Anesthesia Clinic, Rehabilitation Medicine, Phlebotomy, EKG, Cafeterias/Coffee Shops, Libraries, Religious Chapels, Auxiliary Chapel and Patient Fitness Center.

Outpatient Clinics

Listed below are the outpatient clinics at the Clinic Center. They are referred to as "OP" (outpatient) which includes the floor number.

B2: Radiation Oncology **OP1:** Dental	**OP3**: Surgical Oncology / Urology	**OP4**: Mental Health	**OP5**: ENT/Neurology
OP7: Hematology	**OP8**: HIV	**OP9**: GI/Endocrine	**OP10**: Eye
OP11: Infectious Disease / Genetic Eye	**OP12:** Adult Oncology	**OP13**: Dermatology / Neuro Oncology	**1SE**: Alcohol **1SE:** Pediatric Oncology

Clinics in **red** are common NCI clinics

Patient Care Units:

Below are the patient care units that house certain services/types of care. The number corresponds to the floor level and the direction (i.e. NW/ SEN = Northwest/Southeast North wing). Each floor has different wings that house different specialties/procedures.

1-NW	1-SW	1-SE	3-NE	3-NW
Pediatrics Unit	Pediatric Behavioral Health unit	Adult Behavioral Health Clinic and Inpatient unit	Adult Hematology Oncology, Transplant unit **Inpatient admission request form must be emailed to:** CC-NURS 3NE Admissions Request CC-NURS3NEAdmissionsRequest@cc.nih.gov	Medical/Surgical Oncology unit **Inpatient admission request form must be completed and emailed to:** CC-NURS 3NW Admissions CC_NURS_3NW_Admissions@mail.nih.gov
3-SEN	**3-SWN**	**3-SWS**	**7-SE**	**7-SW**
Medical Oncology and Hospice unit	Procedures/Diagnostic Tests, Bone Marrow (self-care after Bone Marrow Biopsy) Vascular access	Intensive Care Unit (ICU)	Adult Behavioral Health unit	Neurology, Neuro-Testing, Sleep Study Procedure

Day Hospital

Day hospitals are short stay units inside the clinical center where patients receive treatment and recover from minor procedures. Each of the hospital units requires a specific admission procedure; please see below to find out the admission requirements for each unit.

Day Hospital Unit	Admission Requirements
1-NW Pediatric Day Hospital	to admit a pediatric patient to this floor, only input the order in CRIS and the necessary referral form will be sent automatically to the Pediatric Day Hospital.
3-SES Oncology Day Hospital – Chemotherapy Treatment	Appointment requests made should be emailed to: cc-nurs-3se-apptrqst@cc.nih.gov and include 3SE DH Chemotherapy form
5-SWS Medical / Surgical Day Hospital – Gynecology Appointment	Appointment requests made should be emailed to jenniffer.hernandezmontano@nih.gov and include 5SWDH Gynecology Referral Form
5-SWS Medical / Surgical Day Hospital – Dialysis Center	Appointment requests made should be emailed to: denise.kniselycarrigan@nih.gov

Clinical Center Services

The Clinical Center houses many services involved with a patient being put through a study, the many different protocols and treatments that go on at the NIH. Below are the services offered and where to find them:

Service	Description	Location
Admissions	All new patients must register with the admissions department prior to treatment. Patients will verify their demographic information, read and sign NIH consent forms and review patient rights and privileges.	Located on the first floor just after the outpatient pharmacy check-in location. **301-496-3141**

Radiology Imaging Library	CDs can be dropped off at this location or uploaded using the following web link: https://www.cc.nih.gov/dcri/imaginglibrary.html Contact: 301-496-2729 (Shawn Thomas – Supervisor)	1st floor behind the radiology front desk Radiology Room: **1C506**
Pathology Submission	***In order to submit pathology, the patient must have a medical record number*** Please be sure to include the completed Laboratory of Pathology Outside Tissue Examination form with your submission	Pathology Department is located on the second floor of the Magnuson Building (Room: **2S235**)
Phlebotomy, X-Rays, EKG	**Requires providers to submit CRIS orders**	1st floor of CC
Inpatient Pharmacy	Operates Monday – Sunday, 24 hours for patients who are admitted to the CC hospital	**301-480-6337**
Outpatient Pharmacy	Patients that require prescriptions that are not admitted pick them up from here. **All medications provided at the NIH are free of charge** Monday – Thursday: 7:30am – 7:00pm. Friday: 7:30am – 8pm. Weekends and Holidays: 8:30am – 12:30pm.	1st floor of CC. Patient must first check in just outside the Travel office by the Central elevators. Actual pharmacy is located at room **1N259** (temporary due to renovation). **Follow the blue Mortar & Pestle signs on the floor** **301-496-2866**
Local Transportation	Useful resource for patients and visitors to inquire information about cabs, airport travel, and shuttles.	Located just to the left of the North Entrance of the CC **301-496-1161**
Omega Travel Agency	Inhouse travel agency that arranges all the nationwide travel for patients to and from NIH. They handle the Government Arranged Travel (GAT) and direct-bills.	Located just behind the pharmacy check-in on the first floor near the atrium.

		301-496-6676
Voucher Office	Patients come here to acquire their reimbursement vouchers for travel, meals, hotels	Located near the north entrance across from the transportation office
		301-496-4530

Admissions, Travel, and Vouchers (ATV)

The Admissions/Travel/Voucher (ATV) application only works with Internet Explorer for PCs and Safari for MACs

Admissions, Travel and Vouchers (ATV 2.0)

Admissions
An *Admission Request* is required to:
• Admit new or existing patients or to reactivate patients that may need an admission.
A *Change Demographics Request* is required to:
• Submit changes to patient demographic information. This process enables CRIS to be updated once the data is validated by Admissions.
Messages can be used to:
• Notify Admissions of cancellations and/or changes in patient admission date or location.

Travel Requests
• Government-Arranged Travel Requests that are submitted are sent to the *Clinical Center Patient Travel Office* for processing.
• The Social Security Number (SSN) is *required* to process this type of request.

Voucher Requests for Reimbursement
• Voucher Requests for local travel, meals, and lodging that are submitted are sent to the *Patient Travel and Voucher Office* for processing.
• The Social Security Number (SSN) is *required* to process these requests.

The Admissions Travel and Voucher (ATV) request system is one of the most used system that PCCs are required to learn and operate. Below are examples of uses for this system:

Create a new Patient	Request MRN	Search for Patients	Change Patient Demographics	External Location Registration
Financial Assessments	Request Hospital Admission	Request Hotel Lodging & Meals	Gov't Arranged Travel & Lodging (Direct Bill)	Enter Exception Remarks**

** For exception approvals please contact Cheryl Royce: roycec@mail.nih.gov

To access ATV follow the link: https://atv2.cc.nih.gov.

To create an account follow: https://atv2.cc.nih.gov/GetAccess.

ATV Training: https://atv2.cc.nih.gov/Publish/ATV2_CBT.htm

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Required Database and Online Trainings

1) CRIS – Clinical Research Information System

   a) All staff must have an eCARF- https://cris.cc.nih.gov/accounts/pdf/CARF.pdf submitted. A supervisor signature is required.

      i) The supervisor needs to electronically fill out employees form and electronically sign form using PIV card.

      ii) Submit the form electronically by clicking submit form at top right of the page.

      iii) Select send on email address. (if unable to use Submit button on the eCARF, save the PDF and email to CC-DCRI CRIS Access Request at crisaccessrequests@cc.nih.gov.

   b) All staff must schedule and complete CRIS training. See Class Schedule- https://cris.cc.nih.gov/cristraining/role_based_cris_training.html on available courses and how to register.

   c) CRIS accounts are activated at the end of training provided all documents are submitted and approved in advance.

   d) Please contact CC Service Center at 301-496-8400 for more information

2) Required NIH Trainings- http://intranet.cc.nih.gov/owmd/training/index.html

Clinical Center External Location Registration SOP

SOP#: ADCR-13

Version #: 2.0   **Next Review Date: 10/2017**

Approved Date: 07/2016   **Review Interval Period: Biennial**

NCI Clinical Director Signature:

POLICY

Any participant who consents to an NIH protocol needs to have a medical record number prior to signing the consent document. For some protocols, the IRB will approve a phone consenting process as the participant may not initially, or ever, travel to the NIH. For these situations, the NIH Clinical Center (CC) allows for research participant registration from an external site.

This process is to be used for the following:

- Acquire biospecimen: This may be done as part of a separate tissue acquisition protocol or as part of an intervention protocol that allows telephone consenting.
- Eligibility criteria that require NIH/NCI pathology confirmation or official radiology read of scans. This would include requesting blocks/slides from an outside pathology department or requesting a CD for official read from an outside radiology department.
- Any other procedure (e.g., HLA typing, etc.) that will take place prior to a research participant/LAR coming to the Clinical Center

PURPOSE

The purpose of this standard operating procedure is to provide instructions for external site research participant registration with the NIH Clinical Center including appropriate documentation of the process.

RESOURCES

- Patient Travel [Toolkit](#)
- Admissions, Travel and Vouchers (ATV) [website](#) and [Quick Reference Guides](#)

PROCEDURES

Step 1: Gather the required forms

> **Note: These forms cannot be modified. No crossing out of words or phrases or rewriting language on the form.**

<u>Adults</u>

- Research Participant Registration Form, External Location
  - ==Obtain from the CC Admissions Office or from== http://intranet.cc.nih.gov/medicalrecords/ext-loc/index.html
  - Forms can also be found in the "Files" section of the PCCs/ORN MS Teams group

- Research Participant Registration EXT-LOC Demographics Form (also available in Spanish)
- Consent to External Location Registration for the NH Clinical Center (NIH-1225-4); Spanish version (NIH-1225-4-SP consent to EXT Loc)
- Notice and Acknowledgement of Information Practices Form (NIH-2753), Spanish version (NIH-2753-SP)
- Authorization for Electronic Communications and Communication with Outside Healthcare Providers (NIH-2984); Spanish version (NIH-2984-SP Autorización para comunicac..)

<u>Pediatrics</u>

NOTE: See Step 1a below before completing pediatric external location registration

- Research Participant Registration EXT-LOC Demographics Form (also available in Spanish)
- Consent to External Location Registration for the NH Clinical Center (NIH-1225-4); Spanish version (NIH-1225-4-SP consent to EXT Loc)
- Notice and Acknowledgement of Information Practices form (NIH-2753); Spanish version (NIH-2753-SP)
- Authorization for Electronic Communications and Communication with Outside Healthcare Providers (NIH-2984); Spanish version (NIH-2984-SP Autorización para comunicac..)
- Statement of Relationship to Child (Required to determine relationship to child and if there is a sole or joint custody arrangement or person is not a legal guardian) (NIH-2812); Spanish version (NIH-2812-SP)

Step 1a: For pediatric participants: Determining Parent/Legal Guardian

- The research nurse/team needs to determine what the family structure is before external location registration can proceed.
- If parents are married to each other, only one parent needs to sign admission paperwork. Minor patient does NOT sign paperwork.
- Scenario 1: If the biological or adoptive parents are divorced or legally separated and if there is sole or joint custody court document for medical decision making, the court documents* will need to be sent via secure email to CC Admissions at CCAdmissionsLeadership@cc.nih.gov.
    - o CC Admissions will forward to NIH Office of General Counsel (OGC) to determine if only one or both parents have to sign the General Admission Consent and Information Practices Form.
- Scenario 2: If patient has a legal guardian, the court guardianship documents* will need to be sent via secure email to CC Admissions at CCAdmissionsLeadership@cc.nih.gov.
    - o CC Admissions will send an e-mail with the documents attached to the NIH OGC and will copy the member of the team that contacted them.
- Once it is clear* who the appropriate Legally Authorized Representative(s) (LAR) is, proceed to step 2.
- **Note**: Allow at least 3 days for review by OGC

- *If court documents for medical decision making cannot be located, both parents will be asked to sign all admission paperwork. They can sign on same form or separate forms. Minor patient does NOT sign paperwork.

Step 2: Form Review and Completion

- Send the blank forms to the participant via fax, email or mail.
- Once the participant/LAR has received the documents, the research nurse or patient care coordinator (PCC) should review all the forms with them and instruct them on how to complete and return the forms.
    - o Forms may be returned via secure fax #, by mail, or by email using the Secure E-mail and File Transfer Service (SEFT) – See Appendix A.
    Please note that several of the forms require a signature of witness. The witness must observe the participant/LAR sign the form and must use the same date that the participant/LAR uses to sign the form.
    - o Research Participant Registration Form, External Location form may be completed by the research nurse/PCC. The participant/LAR doesn't need to sign this form. All fields in the "Patient Information" section are required to be completed. In the

"Contact Information" section, complete fields for at least one person. If a pediatric patient, complete second parent information if required.

- o Please note that this is the required legal order for the contact information; Admissions will return the form if it is not done correctly:
    1) Spouse or domestic partner
    2) Adult children
    3) Parents
    4) Brother or sister
    5) A distant relative

The second page on this form is optional EXCEPT for the last two lines ("Information provided by" and "Relationship to patient").

- **IMPORTANT**: Ensure that the legal, complete name is spelled correctly and the date of birth is accurate. Review with participant/LAR the Consent to External Location Registration for the NIH Clinical Center form and Addendum form (pediatrics only):
    - o Remind the participant/LAR to sign all appropriate places and their signatures must be legible. Date of signature is required
    - o Signature of Witness is required to attest that the participant signed the document. The date that the witness signs must match the date that the participant/LAR signs.

- Once the signed formed has been returned (via fax or mail), the NIH staff/contractor/volunteer that reviewed the consent with the participant must complete the bottom portion below "Official Use only Below This Line." The signature date is the date of the telephone discussion.

Review the Notice and Acknowledgement of Information Practice form:

- Review with potential participant/LAR who will have access to medical record information.
- Remind the participant/LAR to sign all appropriate places and their signatures must be legible. Date of signature is required
- Signature of Witness is required to attest that the participant signed the document.

Authorization for Electronic Communications and Communication with Outside Healthcare Providers

- o Discuss email communication and if they would like to do that, make sure they know to check the box at the bottom of the page, provide their email address

and sign an additional time at the bottom of the form. This is where they select to have secure communication via email.

- o Remind the participant/LAR to sign all appropriate places and that all signatures must be legible. The participant/LAR needs to provide a witness to his/her signature.
- All forms are to be reviewed for completeness; work with the participant to ensure completeness.

Step 3: Admission Travel Voucher (ATV) Entry

- Once all forms are complete, enter an ATV Admission request to obtain an MRN. Note: insert in Remarks Section "off-site registration"
    - o New patients can be entered as ExLoc Select "Patient will be seen at External Location"
- Print the Electronic Admission Request from the Admission/Travel/Voucher (ATV) system.
- See Admissions, Voucher and Travel (ATV) website for more information

Step 4: Informing CC Admissions Office

- Once the ATV request has been submitted, provide the ATV request and all the completed/signed forms/consents to Admissions. This can be done either via secure fax (301-402-0664) or hand delivery. If sending by fax, please call and confirm receipt.
    - o Forms can also be sent via secure e-mail to CCAdmissionsLeadership@cc.nih.gov
    NOTE: If this step is not done, patient stays in pre-admit status.
- If the ATV form is sent electronically prior to Admissions receiving the packet of completed forms, please write in the Remarks Section "Off-site labs only – consents will be sent to Admissions".
- The participant's information will be entered into CRIS that evening and placed in a pre-admit status. The research participant will not be activated or officially admitted in CRIS until all the completed forms have been given to Admissions.
- The date of Admission (Outpatient Registration) will be the date the consent forms are received by CC Admissions.

Step 5: Protocol specific consent process/documentation

- Obtain the informed consent document for the specific study
- Consent via phone as per IRB approved protocol
- Remind the participant/LAR to legibly print name and sign all appropriate places. Note: Signatures must be legible.
- If English speaking, the participant/LAR does not need to provide a witness to their signature.

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- Investigator documents consent process note in CRIS using the Informed Consent structured progress note entitled "Documentation of Consent".
- Once the signed consent is returned, the Investigator can print, sign and date (using the date of receipt of the consent).
- Investigator completes consent process note in CRIS using the Informed Consent structured progress note entitled "Documentation of Consent".
- Send the signed protocol consent documents to medical records for upload into CRIS

Step 6: Document sample(s) received

- Obtain/request samples per protocol
- Document sample acquisition in CRIS using "External Location Registration Note"
  - This note can be found under the "Documents"
  - This allows you to document information about the sample(s) received. Patient will remain in EXT LOC status.
  - You do NOT need a co-signature on this note.

CCR Travel Policy

Travel and Lodging Reimbursement Policy for NCI CCR Clinical Research Protocol Participants, Pediatric Guardians, and Authorized Attendants

Purpose:
To establish a uniform policy for reimbursement of travel expense for participants in clinical research protocols within the Center for Cancer Research (CCR), National Cancer Institute (NCI), at the National Institutes of Health (NIH) campus in Bethesda, Maryland.

Scope:
This policy applies to clinical research protocol participants, parent/guardian of pediatric protocol participants under the age of 18, and authorized attendants for adults enrolling in NCI CCR research protocols located on the NIH campus in Bethesda, Maryland, and living more than 50 miles from the NIH campus.

For participants whose home of record is outside the U.S., travel expenses from a U.S. port of entry may be covered.

No individual will be denied access to participate in a clinical research protocol because of inability to pay. If supplemental reimbursement is required, after a financial assessment has been completed, exceptions may be made by the NCI CCR Office of the Clinical Director (OCD).

Policy:
MOS-1 (rev); 28 June 2016; Policy and Communications Bulletin; The [NIH] Clinical Center; states; *NIH will pay for expenses that involve travel from the home of record to the NIH site. Unless medically indicated, NIH will not pay for expenses that involve alternate routes. Unnecessary stops*

or delays along the way for sightseeing, visits, vacations, or to increase frequent flyer miles will not be authorized even if it makes the travel less expensive. NIH will not pay for expenses that are incurred beyond the approved time period of the visit.
Rental cars are not authorized.

The funding for travel and lodging expenses for all NCI protocol enrollees and eligible parent/guardian or attendant will be at standard rates established by NCI.

Reimbursement of all approved expenses will be processed by the NIH Clinical Center, either paid by cash distributed by the NIH Cashier Office (8:30 a.m. - 5:00 p.m., Monday - Friday; 301-496-2654) at the Main (North) Entrance of the Clinical Center, or checks mailed to the home of record.

NCI Standard Rates:
Screening/First Visits = $0
- Reimbursement only if individual and eligible parent/guardian/attendant are unable to pay. OCD exception required.

Travel:
- Flights and train are paid 100% if booked through the NIH Clinical Center (CC) Patient Travel Office. Contractor is Omega World Travel. 8:30 a.m. - 5:00 p.m., Monday - Friday; 866-227-9339 / 301-496-6676
- Reservations booked through the CC Patient Travel Office are centrally paid by the government.
- Preferred method of booking flights and train is through the CC Patient Travel Office.
- Under certain circumstances, participants will book their own flights or train reservations. In these instances, they will only be reimbursed at the General Services Administration (GSA) contractual rates for air/train. If changes are required, participants are responsible for any additional costs.
- Will reimburse for one checked bag per government paid reservation.
- For participants whose home of record is outside the U.S., travel expenses from a U.S. port of entry may be covered.
- Rental cars are not authorized.

Local Travel (personal vehicle, bus, taxi, Metro) = $0
- NCI has defined local travel as equal to or under 50 miles from home of record to the NIH campus.
- Taxi will be reimbursed if medically indicated, or if there is no NIH shuttle from the airports. Receipt required.

Long distance travel (personal vehicle (POV), bus) = 40.5 cents/mile
- Long distance is defined as greater than 50 miles from home of record to the NIH campus.

- Total mileage will only be reimbursed up to the cost of government airfare for the same route.
- No payment for taxis.
- No rental cars.
- Bus fare will be reimbursed with receipts. Cannot exceed personal vehicle (POV) mileage reimbursement for the same route.

Meals:

No reimbursement for meals except for the following instances:

- Pediatric patients under 18 years of age staying at The Children's Inn will be given $8.00/day for patient; $15/day for one parent/guardian.
- If the pediatric patient under 18 is hospitalized, the $8.00/day will be stopped; the $15.00/day for one parent/guardian will be continued.
- If the NCI requires the presence of an attendant/guardian for a patient over 18 years of age after discharge, one individual will receive $15.00/day for meals; e.g. transplant patients.

Lodging:
- Hotels: $120.00/night per patient
- The Children's Inn will be paid in full by NCI
- Safra Lodge will be paid in full by NCI
- If patient staying with friends/family: $20.00/night

Guardian:
- If pediatric protocol patient under the age of 18 is an out-patient, lodging for the patient will be primarily provided at The Children's Inn which will be paid in full by NCI.
- If there is no vacancy, and a hotel reservation is necessary, $120/night will be paid for the patient. No additional reimbursement for the guardian who is required to stay with the patient.
- If pediatric protocol patient under the age of 18 is hospitalized in the Clinical Center (CC), a parent/guardian is required to stay with the child in the CC.
- While a patient is hospitalized, there is no lodging payment for an attendant/guardian.
- Upon discharge, if a guardian is required by the protocol, NCI will pay for long distance transportation and lodging of $120/night for one caregiver.

ALL exceptions must be pre-approved by the Office of the Clinical Director.

Point of contact:
NCI CCR Office of the Clinical Director Building 10, Room 3-2571
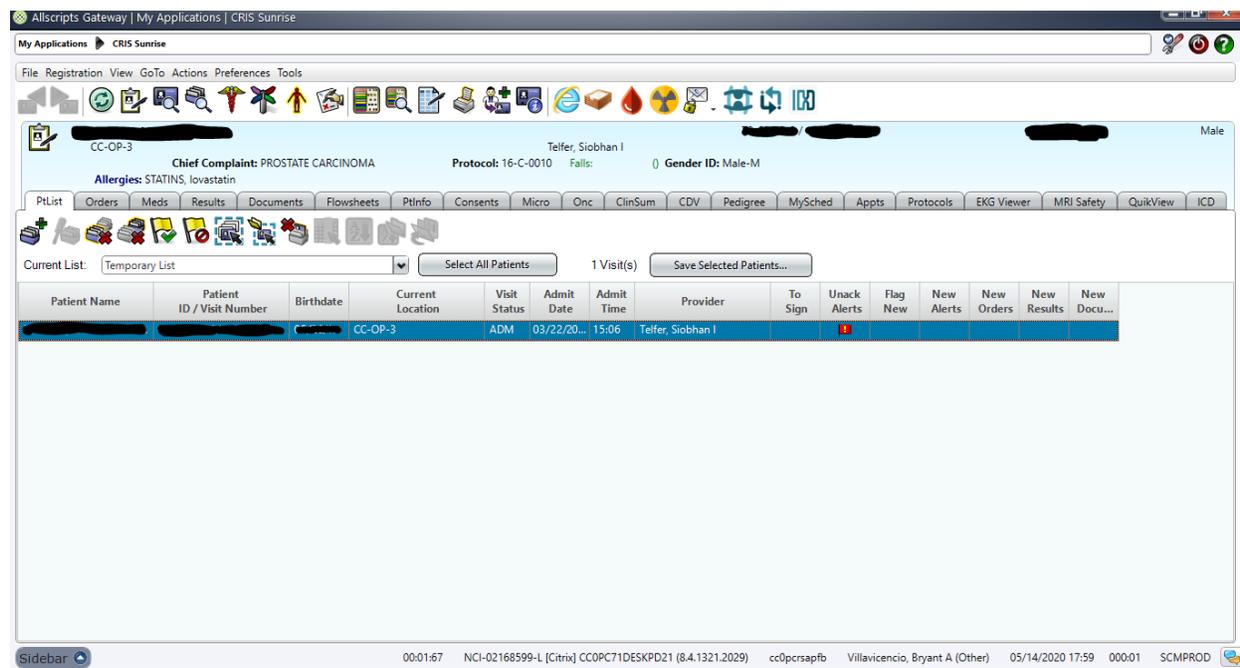240-760-6070

Travel Rule Summary

Travel Air/Train	# of Bags	Local Mileage = <50 miles	Local Taxi/Train/Bus	Long Distance > 50 Miles	Long Distance Taxi/Train/Bus *No Rental Cars*
100% Paid GSA Rates Only	1 Per Gov't Paid Fare	NO	NO OCD exceptions for medical reasons Taxi approved if outside NIH airport shuttle hours Receipt needed if booked by individual	40.5cents per/mile	YES If booked through NCI: no receipt required If booked by an individual: receipt required

Meals	Lodging/Hotel	Parent / Guardian / Attendant	Patient Lodging with friend/family	The Children's Inn	Safra Lodge
No $ for patients > 18yrs	$120/night	No $ if patient is hospitalized $120/night upon discharge if guardian is required by the NCI. OCD exception for other medical reasons	$20/night	YES	YES

Scheduling Diagnostic Testing

Echo	Performed in 5NEN Diagnostic Testing Unit 1. CRIS order placed 2. Call 301-435-6038 to schedule
PFT	Performed in 5NEN Diagnostic Testing Unit 1. CRIS order placed 2. Contact Rita Pugh (rita.pugh@nih.gov or 301-451-0207) to schedule
Dotatate PET Scan	Performed in Nuclear Medicine (1st floor) 1. CRIS order placed 2. Contact Cheryl Beegle (cbeegle@cc.nihg.gov) at 301-496-5675 to schedule
Molecular Imaging Clinic	Located in B3 1. CRIS order placed 2. Contact either Juanita Weaver (juanita.weaver@nih.gov or 240-858-3085) or Mirna Martinez (martinezm4@mail.nih.gov or 240-858-3071) to schedule

Interventional Radiology	1st floor near Radiology – 1C580
	
	1. CRIS order placed
	2. Services include:
	    a. Apheresis
	    b. Biopsies
	    c. Thoracentesis
	    d. Paracentesis
	3. Contact: 301-402-0256

Inputting Electronic Appointment Requests (EAR) in CRIS:

One of the essential duties of a PCC is to input Electronic Appointment Requests (EAR) in CRIS. This job function is required to schedule patients in the outpatient clinics. Below is an example of the main page of a patient's chart in CRIS when selected.

Entering Patient Appointment Requests:

➢ Search a Patient

➢ Enter patient name, click search, follow by, click show visit

Last: doe   First: john

➢ Click Enter Order (Notepad)

➢ Type in "OP" followed by the clinic name (in this example we'll use OP3) in the already highlighted / selected portion

Type here to enter order name   →   OP3

➢ Select "Electronic Appointment Request Order Set" to make an appointment

> Fill all required fields with green check marks:
> a) Allocate Order to Protocol
> b) Search Clinic name (search by resource pool i.e. Surgical Oncology, Thoracic Oncology, Urology Oncology, etc.)
> c) Select Provider from list
> d) Appointment Description & Event Name (auto populates)
>   i) **New Patients: Protocol Screening**
>   ii) **Follow-up Patients: Follow-Up**
> e) Request Start Time & End Time
> f) Language
> g) *** Clinical / Medical Contact not necessary to fill out ***
> h) Fill out "Clinic Appointment Request", should auto populate when the check box is checked.

> i) Select red asterisk and use calendar to select desired date
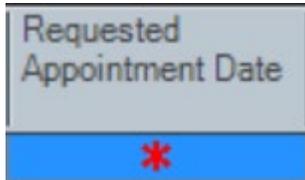
> j) **Select time in military time (ex. 2:00pm = 14:00)**
> Click OK
> Click "Submit Orders"

Cancelling Existing Appointments

> Search a Patient

> Enter patient name, click search, follow by, click show visit

Last: doe   First: john

➢ Click Enter Order (Notepad)

➢ Type in "OP" followed by the clinic name (in this example we'll use OP3) in the already highlighted / selected portion

 →
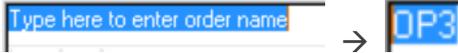
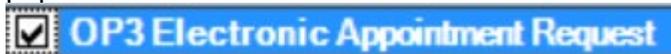➢ Select "Cancel Reschedule Electronic Appointment Request Order Set" to cancel an appointment

OP3 Cancel Reschedule Electronic Appointment Request Order Set
This set is to be used ONLY for the OP3 Clinic Location Cancel Rescheduling of Electronic Appointment Requests.

➢ Check the button next to the clinic Electronic Appointment Request
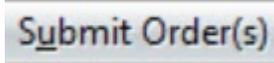

OP3 Electronic Appointment Request

➢ Fill all required fields with **red stars**:
a) Select protocol
b) Check the 'Cancel' box
c) Select the desired appointment to cancel
d) Input the reason for the cancellation

➢ Click OK

➢ Click "Submit Orders"

Submit Order(s)
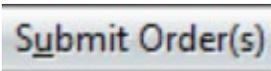
Viewing Patient Appointments

➢ Search a Patient

➢ Enter patient name, click search, follow by, click show visit
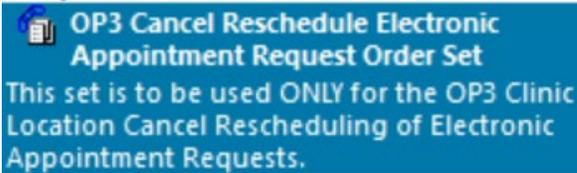
Last: doe   First: john

➢ Click on the "Appts" tab at the top of the section

MySched   Appts   Protocols
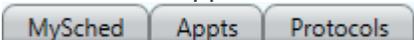
➢ You can view all the scheduled and cancelled appointments for the selected patient in this tab

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Language Interpreter Requests:

➢ Search a Patient

➢ Enter patient name, click search, follow by, click show visit

Last:	doe		First:	john

➢ Click Enter Order (Notepad)

➢ Type In "Interpreter" in the already highlighted / selected portion

Type here to enter order name → interpreter

➢ <u>Select first interpreter for single appointment requests</u>

interpreter

	Order		Cost
	Interpreter (Language Interpreter - Social Work)		

You will receive an electronic email confirmation once your request has been completed. To submit up to 8 new requests for the SAME DAY, enter the Language Interpreter - Multiple Social Work Requests order set.
Interpretation of ASL is performed by the
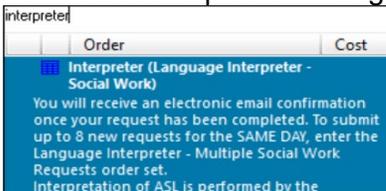
➢ Select the second interpreter option for multiple appointment requests

Interpreter Language - Social Work (Language Interpreter - Multiple Social Work Requests)

➢ Fill all required fields with red stars:
  a) Allocate Order to Protocol
  b) Appointment Description
  c) Date of Service
  d) Request Start Time & End Time
  e) Language
  f) Location (for interpreter to report)
     i) Search by criteria (i.e. outpatient, inpatient, day hospital, etc).
  g) Include special instructions if applicable

➢ Click OK

➢ Click "Submit Orders"

Submit Order(s)

Printing Patient Demographic Request forms

➢ Search a Patient

➢ Enter patient name, click search, follow by, click show visit

Last: doe   First: john

➢ Click the Printer Icon

➢ Select "ADT Reports" from the drop-down menu

Report Category: ADT Reports

➢ Select "Patient Update Information"

Patient Update Information

➢ Click the "Options" button

Options

➢ Select the "Distributions" at the top of the separate screen and choose your printer either by finding it on "Workstation Location", "Physical Printer", or "Default Desktop Printer".

⦿ Workstation Location

◯ Broadcast Print

◯ Physical Printer

◯ Default Desktop Printer

➢ Select "Preview" **always preview documents before printing**

Preview

- ➢ If everything appears correct, click on the printer icon at the top left of the window and print the document

Printing Patient Badge Forms

- ➢ Click on the Tools section

File   Registration   View   GoTo   Actions   Preferences   **Tools**

- ➢ Scroll down and select "Patient Badge Application"

Patient Badge Application

- ➢ Print this form out and fill out all the required fields. Make sure to sign, date, and write your NIH badge ID located at the back the PIV card.

Release of Medical Records to patient's outside provider in CRIS

- ➢ Search a Patient

- ➢ Enter patient name, click search, follow by, click show visit

Last: doe   First: john

- ➢ Click Enter Order (Notepad)

- ➢ Type in "Information Release" and "Information Release: Outside 3rd Party" should appear and be selected. Press Enter.

information release

	Order	Cost
	Information Release: Outside 3rd Party	

- ➢ **Verify with patient the outside provider on file including name, address, phone & fax number**

- ➢ Fill all required fields with red stars:
  - a) Send to MD Report 1
    - i) Use the drop-down menu to answer yes or no.
  - b) Send to MD Report 2
    - i) Use the drop-down menu to answer yes or no.
  - c) Send to Patient (No, Yes, Unknown)
  - d) Select Date Range
  - e) Select which information to release

- ➢ Click OK

- ➢ Click "Submit Orders"

  Submit Order(s)

Printing Clinic Schedules

- ➢ Click the Printer Icon

- ➢ Select "Scheduling" from the drop-down menu

  Report Category: Scheduling

- ➢ Select "Appointment Roster By Location"

  Appointment Roster by Location

- ➢ Click the "Options" button

  Options

- ➢ In the "Parameters" section, review all the items with an asterisk (*)
  - a) Appointment From Date
  - b) Appointment To Date
  - c) Location (select the specific clinic)
  - d) Group by (is optional, but useful to arrange data)
  - e) Appt Status (most times leave on the selected appt status)
  - f) Display Isolation patients only (optional)
  - g) Walk-ins Only (optional)
  - h) Blank lines (0-5) – adjust accordingly to decrease amount of papers printed.

- ➢ Select the "Distributions" at the top of the separate screen and choose your printer either by finding it on "Workstation Location", "Physical Printer", or "Default Desktop Printer".

- Workstation Location
- Broadcast Print
- Physical Printer
- Default Desktop Printer

➢ Select "Preview" **always preview documents before printing**
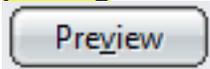
➢ If everything appears correct, click on the printer icon at the top left of the window and print the document

Printing Patient Labels

➢ Search a Patient

➢ Enter patient name, click search, follow by, click show visit

Last: doe   First: john

➢ Click the Printer Icon

➢ Select "Administration" from the drop-down menu

Report Category: Administration

➢ Select ". Patient Labels – Selected Patient (Any tab)"

. Patient Labels - Selected Patient (Any Tab)

➢ Click the "Options" button
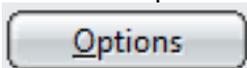
➢ Select the "Distributions" at the top of the separate screen and choose your label printer by finding it on "Workstation Location"

Workstation Location

- ➢ Select how many copies to make

  Copies: 1 ☑ Collate

- ➢ Select "Preview" **always preview documents before printing**
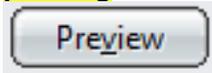
  Preview

- ➢ If everything appears correct, click on the printer icon at the top left of the window and print the document

  1 of 1   100%

Input Messenger Escort Service

- ➢ Search a Patient

- ➢ Enter patient name, click search, follow by, click show visit

  Last: doe   First: john

- ➢ Click Enter Order (Notepad)

- ➢ Type in "Patient Transport" and "Patient Transport" should appear and be selected. Press Enter.

  patient transport

	Order	Cost
	Patient Transport	

  Orders for Messenger & Escort Transport cannot be suspended/unsuspended. They must be discontinued and reordered as needed.
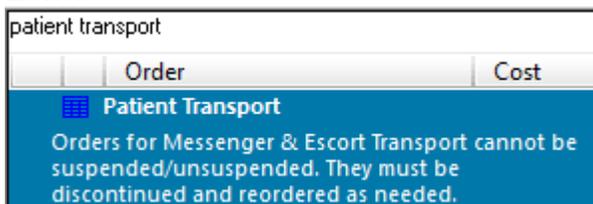
- ➢ Fill all required fields with red stars:
  a) Time of Patient Appointment

b) Date of Appointment
c) Select where the patient needs to be picked up (inpatient, department, labs, clinic locations)
d) Select where the patient needs to go (inpatient, department, labs, clinic)

in the example above, a patient will be picked up from OP3 clinic and be taken to the P1-Lobby

e) Select Mode of Transport
f) **Select if the patient is on Isolation**

➢ Click OK

➢ Click "Submit Orders"

Language Interpretive Phone Services

The language interpretive phone service is useful for the PCC when there is a need to contact patients that speak other languages to discuss protocol specifics, scheduling appointments or gathering other useful information regarding the patient.

NIH uses CyraCom, a healthcare-specific translation service using certified interpreters to dial in and translate between NIH staff and patients. This is an excellent tool to utilize. Please read the following in order how to place a call using CyraCom and how to use if you should receive a call from a patient for which you do not speak the language for.

Placing Outbound Calls using CyraCom:

1. Dial **1-800-481-3293** (dial 9 before 1 if required)
2. Enter account number (**501013226**)
3. Enter pin account (**0977**)
4. State Language preference
5. Confirm language
6. When prompted, add a person if required follow command
7. Domestic call: Press # 1, International Call: Press #2

8. Enter desire phone number (delay will occur)
9. Once interpreter arrive online state:
   a. Your name, job title, and institution
   b. Name of the person you are calling
   c. Purpose of the call (short and concise sentences)
   d. Request to leave a message if there is no answer

Receiving Inbound Calls:

1. Ask person to hold
2. Press transfer or conference button
3. Listen for dial tone, patient will be placed on hold automatically
4. Dial **1-800-481-3293** (dial 9 before 1 if required)
5. Enter pin account (**0977**)
6. State Language preference
7. Confirm language
8. Confirm if another person needs to be added to the line
9. Next Available Interpreter will come on the line & greet you
10. Inform the Interpreter you will be conferencing in a person
11. Press transfer/conference button & all parties will be connected

Surgical Scheduling

Some protocols require the scheduling of inpatient and outpatient procedures in the clinical center operating room. The PCC will be required to schedule this service by using SISWEB.
1. Contact and schedule training to SISWEB at: 301-496-5646 (takes about 10-15 minutes; must have NIH credentials and access to CRIS).
2. Contact Cecilia Webb (email) to acquire username and password
3. Check surgical calendar for availability (if applicable for your team)
4. Check provider's availability for surgery
5. Book the surgery case through SISWEB https://sisweb.cc.nih.gov/SISWeb_PROD/
6. Plan of recovery care (Expand for your specific team)
7. Pre- and post-recovery

Central Appointment Scheduling (CAS)

The Central Appointment Scheduling (CAS) system is a central scheduling hub for several NIH clinical services such as: imaging tests, pre-anesthesia, and more. The PCC will utilize the CAS

system to make necessary protocol appointments. Make sure to have the following information ready to present to the operator: patient name, MRN, protocol number, availability, etc.)

FOR SAME DAY APPOINTMENTS CONTACT THE NECESSARY DEPARTMENT DIRECTLY

1. Pre-Anesthesia
   a. Call 301-496-6681
   b. Press 2
2. Nuclear Medicine - **Requires CRIS order before scheduling**
   a. Bone Scans
   b. PET Scans
   c. Dexa Scans
3. Radiology - **Requires CRIS order before scheduling**
   a. MRI
   b. CT Scans*
   c. Ultrasound

CHILDREN'S INN AND SAFRA LODGING REQUESTS

The Children's Inn

The Children's Inn at NIH is a residential "Place Like Home'' for families with children participating in leading-edge research studies at the National Institutes of Health (NIH) in Bethesda, Maryland. The NIH Clinical Center is the nation's premier biomedical research hospital, providing an opportunity for our residents to be partners in advancing medical discoveries and improving the health of people all over the world. While the NIH takes care of the child's medical needs, The Inn tends to the child's heart, soul and spirit. (https://childrensinn.org/learn-more/).

To request a reservation, click on the following link: https://childrensinn.org/for-inn-families/reservations/.

The Edmond J. Safra Family Lodge at NIH

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. Patients from across the nation and throughout the world visit NIH to participate as partners in medical discovery. The Safra Lodge offers overnight accommodations for families and caregivers to be nearby when their loved ones undergo evaluation and intensive medical treatment. (https://www.cc.nih.gov/familylodge/)

In order to properly request a reservation at the Safra Lodge, you will need to fill out the **Initial Request** form and send to: CC-SWDDirectBill@mail.nih.gov via secure or encrypted email.

Less than 30-day extension requests can be made by calling/emailing the Safra Lodge directly:

- Phone: 301-496-6500
- Email: CC-FamilyLodgeReferrals@mail.nih.gov

Greater than 30 day extension requests require a **Formal Extension Form** to be filled out and emailed securely to: CC-FamilyLodgeReferrals@mail.nih.gov.

COVID-19 Information

Community spread of coronavirus (COVID-19) is being detected in certain regions of the United States, including the National Capital Region. To protect patients and staff, the NIH Clinical Center has implemented a new screening process for all patients and their visitors beginning **Thursday, March 12, 2020.** The new screening process is designed to prevent the spread of COVID-19 inside the NIH Clinical Center. Please Note: the NIH Clinical Center is not a screening facility for the general public. Members of the public who believe they have coronavirus should seek care from their primary care doctor.

Q: *What will happen at the screening location?*

A: You will be checked for a fever and asked whether you have a cough or trouble breathing. You will be asked about other risk factors for coronavirus (COVID-19), such as travel to certain countries or contact with a person who has coronavirus (COVID-19) infection. If you have low risk for coronavirus (COVID-19) infection, you will proceed to your appointment(s).

Q: *What will happen if you have symptoms or risk factors for coronavirus (COVID-19)?*

A: If you are found to have symptoms and risk factors, then you and any visitors with you will be asked to put on a face mask. You will be moved to another location for additional screening which may include testing for coronavirus (COVID-19) and for other respiratory viruses. The test requires a nasal swab and a throat swab.

Q: *What will happen to my family members or visitors who are not patients if they have symptoms or risk for coronavirus (COVID-19)?*

A: Family members or visitors who have respiratory virus symptoms but are not Clinical Center patients will not be allowed into the Clinical Center, and will be asked to follow CDC guidelines.

Q: *Why are the staff wearing protective gear?*

A: Staff are wearing protective gear to avoid exposure to and spread of respiratory viruses, including flu, seasonal cold viruses, and coronavirus (COVID-19).

Q: *If I get COVID-19 testing, does that mean that I have coronavirus (COVID-19) infection?*

A: If you are tested for coronavirus (COVID-19), it means you may have symptoms or risk factors for having coronavirus (COVID-19) infection. Other infections and other medical conditions can give you the same symptoms. Only a test for coronavirus (COVID-19) can determine whether coronavirus (COVID-19) infection is the cause.

Q: *How will I learn about my test results?*

A: If you have a positive test for coronavirus (COVID-19), we will talk to you about the infection and your options for care. The test results will also be available with your other medical records on the Patient Portal.

Q: *Who do I contact if I have more questions?*

A: Please contact your NIH Clinical Center medical team if you have more questions about coronavirus (COVID-19).

During the COVID19 crisis, we have a **no visitor** policy in place. Under certain circumstances an exception may be granted. Visitors who receive an exception must adhere to the following when accompanying a CC for an outpatient appointment:

- Visitors must wear a mask at all times and maintain social distance (6ft) at all times when around others.

- Visitors with patients undergoing outpatient surgery/procedures will be directed where to wait.

- Plan ahead (arrange childcare).

Frequently Asked Questions:

Q: *May I leave the patient treatment area (clinic/DH) while my loved one receives treatment?*

A: Visitors who receive an exception to accompany an outpatient are essential to the visit and expected to remain with the outpatient, but you may walk in the public areas of the Clinical Center (E.g. courtyard, chapel, coffee shop, convenience store).

Please inform the patient's nurse if you leave the outpatient area. **Remember to wear your mask and maintain social distance (6ft) at all times.**

Q: *May I bring food/books/magazines?*

A: Yes.

Q: *What if there is a need to do a procedure in the patient room?*

A: If it is not suitable for you to stay in the patient room during a procedure, the staff will direct you where you can wait. Remember to wear your mask and maintain social distance (6ft) at all times.

Q: *May I go to outpatient pharmacy or Omega Travel while my loved one receives treatment?*

A: Yes, you may visit the public areas of the Clinical Center. Remember to wear your mask and practice social distancing (6ft) at all times

Cellphone Waiting Lot

(Note: Restrooms located at the NIH CC's North Entrance. Please enter North Lobby & you will be escorted)

Cell Phone Patient Waiting Parking Permit (Meter Parking 10E Lot)

Authority: Division of Amenities and Transportation Services 301-496-5050

_____

While you wait:

During this pandemic, we apologize that visitors are unable to accompany their loved ones who have appointments in the Clinical Center. We are making every effort to make your wait as brief as possible.

In addition to the Cell phone lot or parking garage, there are many nearby restaurants, parks, and malls that are open to the public that you may find more suitable while you wait. Remember to use your cell phone to locate nearby restaurant and mall hours of operation. Below is a list of nearby parks and malls.

- **Battery Lane Park**: 4960 Battery Lane, Bethesda, MD 20814

  - (Open sunrise to sunset)

- **Bradley Local Park**:, 8703 Hartsdale Avenue, Bethesda, MD 20817

  - (Open sunrise to sunset)

- **Westfield Montgomery Mall**: 7101 Democracy Boulevard, Bethesda, MD 20817 Reopens 6/23 11am

- **Westfield Wheaton Mall**: 11160 Viers Mill Road, Wheaton, MD 20902

  - Reopens 6/23 11am

Dear Patients,

I am writing to share that we are taking further difficult steps to limit our patient visitation policy due to the growing international coronavirus outbreak. We recognize the deep distress such restrictions cause. However, our number one priority must be protecting your health and safety, as well that of your NIH healthcare providers.

As of Monday, March 23, 2020, the NIH Clinical Center will not be allowing any visitors to patients, except under the following circumstances:

- Patients under age 18 may have one visitor, parent, or guardian.

- Patients who are at the end of life may have two visitors.

- Patients undergoing surgery/procedures may have one visitor. However, the visitor is expected to leave the hospital as soon as possible after the surgery/procedure.

(Visitors permitted under these limited exceptions must remain in the patient room for the duration of the visit. Further, such excepted visitors who display symptoms during our screening process, such as a fever or cough, will not be permitted to proceed further into the NIH Clinical Center.)

Please know we reach decisions on limiting visitation only after closely consulting with leading experts here at NIH and across the nation. Also, we are engaged in ongoing discussions with a number of hospitals more experienced in dealing with CoVID-19 than we are. We are constantly assessing this extraordinary situation with your best welfare foremost in mind.

I truly thank you for abiding by this new visitor policy to help us safeguard against the rapidly evolving threat from the coronavirus. And, thank you for your understanding.

If you have any questions or concerns that you wish to discuss, please contact me at James.Gilman@nih.gov

Sincerely,

Dr. Jim Gilman

NIH Clinical Center CEO

APPENDIX

5SWS Day Hospital Appointment Form
INFANTS & CHILDREN UNDER THE AGE OF 14 ARE NOT PERMITTED
CONTACT THE DH IF YOU HAVE NOT RECEIVED CONFIRMATION WITHIN 24 HRS.
ALL CANCELATIONS MUST BE IN WRITING

Submitted by:	**Phone #:**
Patient Name:	**MRN#:**
Patient DOB:	**Diagnosis:**
Protocol:	**Institute:**
Attending:	**Outpatient Clinic:**
Responsible MD/NP:	**Pagers:**

Appointment Date:	**Time:**	**Duration:**
Visit #:		**Visit type: Annual PAP**
Injection #:		**Treatment:**
Infusion #:		**Serial Test:**
Cycle and Day:		**Procedures:**
		Other:

Procedure(s) Type GYN Set UP needed for visits (Check all that apply)	
Basic GYN set up:	**Endometrial Biopsy:**
Wet mount:	**Staple Removal:**
STD Check:	**Suture Removal:**
Colposcopy and Biopsies:	**Ultrasound:**
IUD Insertion:	

Isolation (Yes or No):	**If Yes, What type:**

If not English speaking, has an interpreter been arranged (Yes or No):
Special needs:
Accompanied by:

Planned arrival / discharge:
Travel arrangements if any:

Please make all other comments / orders in CRIS
For 5SWSDH staff only:

Received	
Entrd into excel	
Entrd in sch.com	
RSA/ RN/ Intensity Level	

04/07/15

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3NW Admission Request Form
Please complete and email to CC-NURS 3NW Admissions (found via global) as soon as admission is known
Please call 301-451-0789 to confirm receipt
Please ensure all admissions are emailed by 12 noon on the Friday prior to the anticipated admission date

Patient's Name:		
Date of Admission: **Approx. Time of Admission:**		**Medical Record Number:**
Gender:	**Code Status:**	
Admission Reason: (Surgery**, Chemo, Cycle, Day, etc.)** **PKs (Yes/No):**		
Treatment Protocol Number:	**Treatment Start Date:**	
Isolation (Yes/No)	**If Yes, what type:**	
Special Needs: (mobility, falls risk, hearing/visually impaired, etc.):		
Primary Language:		
If non-English Speaking, has interpreter been arranged for appointments (Yes/No):		

Unit Attending: Pager:	Admitting Fellow/PA/NP: Cell: Pager:
Protocol Attending: Pager:	Unit Fellow/PA/NP: Pager:

Please make all other comments/orders in CRIS

For 3NW Staff Use

Received	

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3NE Admission Form

Charge Nurse Received	Initials:
Entered to Electronic Scheduled	Initials:
Date Entered	- -
Time Entered	
Intensity Level	

Name:	Gender: ☐ Female ☐ Male
MRN: - - -	Age:
Diagnosis:	
Protocol Number: - -	Institute/Team:
Research Nurse: Pager#:	☐ Metabolism ☐ NHLBI ☐ Lymphoma ☐ Solid Tumor ☐ NCI ☐ Other Transplant
Admission Date:	Admission Time:
Estimated Length of Stay:	Clinic Prior to Admit? ☒ Yes ☐ No
Isolation: ☐ Yes ☐ No ☐ Unknown	If yes, what type?
Treatment Plan:	
Schedule on Day of Admission:	
VAD Appointment? ☐ Yes Time	☐ No
Top 4 Patient Problems:	1:
	2:
	3:
	4:
Preferred Language:	Interpreter Set Up for Admission?
Housing Arranged: ☐ Yes ☐ No	☐ Yes ☐ No
Discharge Plan:	

CN Received	
Entrd into barge	
Entrd in sch.com	
RN/Intensity Lvl	

3SE Hematology Day Hospital Appointment Form

Name:
Medical Record Number:
Diagnosis:

Protocol Number:	Institute:
	Branch:

Responsible LIP:
PA if applicable:
Research Nurse:

Appointment Date:	Time:
Treatment Cycle and Day:	
Isolation (Yes or No):	If yes, what type:
If not English speaking, has an interpreter been arranged (Yes or No):	

Appointment Purpose

Testing (Including blood work, VAD if known, etc):

Procedures (LIP performing procedure, procedure area, etc):

Infusion Type (Including chemo, PK's, type of blood product, electrolytes):

Teaching (Please describe teaching needs.):

Other:

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SAFRA LODGE REQUEST TEMPLATE

Patient Name, MRN & Protocol #			
Lodging start and end dates			
IC Contact Requesting Referral			
IC Contact Phone			
IC Contact E-mail			
Name of Research Team			
IC Emergency Contact (evenings, weekends & holidays) – name and number	NCI Medical Oncology On-Call Fellow via the NIH Page Operator 301-496-1211		
Identify Priority #: _____	1.Guests of inpatients in ICU 2. Guest of inpatient receiving palliative or end of life care 3. Guests of inpatients admitted for >= 1 week. 4. Discharged inpatients transitioning to home and their guests		
How many guests?	Guests under 18?	Requires Handicap Room?	Assist Dog?
Requires Medication Fridge?	Guest Emergency Contact Name& Ph:		

The Edmond J. Safra Family Lodge
Length of Stay Policy
Extension Request Form

Requests for an extension to the policy must be submitted by an IC program staff member or Clinical Center Social Work staff member. Requests should be submitted as soon as the emergency situation arises in order to give enough time for the review committee to meet.

Resident (Patient) Name: _____

Institute: _____

Current Lodge Departure Date: _____

Requested Lodge Departure Date: _____
(Date must be given – no more than 30 days beyond current departure date)

Reason for Extension Request:

Person Completing Form: _____

Phone Number: _____

Email address: _____

Send to: Jamillah Bynum, General Manager
           Jamillah.Bynum@nih.gov
           301.451.9868 phone

           Yasmin Rheubottom, Manager of Operations and Guest Relations
           rheuboty@cc.nih.gov or fax 301-451-7121
           301.402.5285 phone

Revision date: 11/25/2019
Z:\initial 30 nights\FL Length of Stay Extension Request Form.doc

Task	Comments	Date comp
Cell phone		
Business cards		
Computer	IT ticket for new PC laptop with docking station; follow up with Help Desk 301-496-4357	
CRIS training and access		
ATV training	https://atv2.cc.nih.gov/GetAccess	
VOIP phone	IT ticket	
Card Key Access		
Office Keys		
Research Modules	https://ccrod.cancer.gov/confluence/display/CCRCRO/Clinical+Trials+Orientation+Modules	
Review protocol calendar		
Business Cards		
Shadow research nurses		
Shadow NP/PA		
Shadow another PCC		
Shadow/Meet with Social Work		
Shipping class		