The NICoE Patient Welcome Guide

NICoE
National Intrepid
Center of Excellence

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Introduction

This handbook is designed to provide you with information to help prepare you for your time at the NICoE.

- The first section of the handbook, **The National Intrepid Center of Excellence**, provides both a brief overview of the history and mission of the NICoE.
- Then, in **Section One: Your Time at the NICoE**, the handbook goes into detail about what your time will be like at the NICoE, including an overview of the NICoE clinical care program, your care team and typical appointments.
- Following that, **Section Two** discusses various frequently asked questions and answers about coming to the NICoE.
- In **Section Three: Base Services and Facilities**, we provide details about where you will be staying and what services and facilities are offered on base.
- **Section Four: Gate Schedule, Directions and Transportation** reviews directions and information about getting to the NICoE.
- Finally, the handbook ends with an **Appendix**, which provides the following resources:
    - NICoE Map
    - WRNMMC Map
    - Shuttles and Gates
    - Useful Phone Numbers
    - Medical and DC-Area Abbreviations

We hope you find the guide informative, helpful and easy to navigate.

Look for these blue boxes throughout the document for key information and program highlights.

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Welcome to the NICoE!

Starting today, you are embarking on a journey full of hope and healing. During your stay, you will be seen by a team of providers who all work together to give you seamless, interdisciplinary care. They will meet with you – and your families – when you arrive, so that you can tell your story once and be understood throughout your time at the NICoE. They will work to address not just your symptoms, but any underlying conditions and root causes. Focusing on both your body and your mind, your clinical team will reevaluate your medications, help you undergo diagnostic exams and encourage you to participate in alternative care options such as yoga and acupuncture. Before your departure, your clinical team will build a customized treatment plan to take back to your referring medical treatment facility. The care you receive at the NICoE will echo throughout the rest of your time with the Military Health System.

While we hope it's outstanding, the clinical care is only a piece of what you will experience while you are with us in Bethesda, MD. Throughout your stay, we anticipate that you will benefit not only from our integrated clinical model, but also from the support of our staff. Our goal when you leave the NICoE is that you will feel heard, and be on a path to recovery. You will understand the causes behind your symptoms, and how to address both diagnosis and daily challenges. This diagnosis enables living the full life that may have evaded you for months – even years. You can leave with hope for the journey ahead.

You have joined the NICoE family. We understand that traumatic brain injury and psychological health conditions affect not just you, but your entire family as well. We are committed to you, and to them. We encourage your entire family to participate in your care, share their concerns and speak to our team of clinicians as candidly as you do. You are all receiving care at the NICoE.

We look forward to greeting you on campus when you arrive. If you have any questions in the meantime, please don't hesitate to reach out to your NICoE Continuity Manager.

All the best,

Navy CAPT Sarah Kass
Deputy Commander
National Intrepid Center of Excellence

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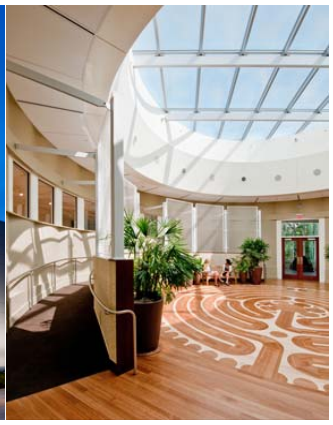

The NICoE vision is to be the nation's institute for traumatic brain injury and psychological health dedicated to advancing science, enhancing understanding, maximizing health and relieving suffering.

The NICoE is a DoD institute dedicated to providing cutting-edge evaluation, treatment planning, research and education for service members and their families dealing with the complex interactions of mild traumatic brain injury (mTBI) and psychological health (PH) conditions.

During the course of your four-week stay, you and your family will work with your NICoE clinical team to obtain a more complete understanding of your symptoms and condition. Following this intensive evaluation, your team will work to develop a patient-centric treatment plan that can be implemented by your primary referring team. As we transition care back to your referring military treatment facility (MTF), the NICoE will provide detailed information to optimize the path of your recovery.

In addition to advanced diagnostics and long-term treatment planning, we will also provide family education and reintegration support to help your transition back into your career.

History of the NICoE

In 2007, Congress mandated that the Department of Defense create a center to advance our nation's understanding about the invisible wounds from the wars in Iraq and Afghanistan. This center would be designed to respond not only to the growing needs of those with traumatic brain injury and psychological health conditions, but to serve as a center of excellence that would influence the Military Health System. Part of the DoD response to that mandate was to create the NICoE. The NICoE began seeing patients in October of 2010.

The NICoE Mission

As the Military Health System institute for complex, comorbid traumatic brain injury and psychological health conditions, we deliver comprehensive and holistic care, conduct focused research, and export knowledge to benefit service members, their families and society.

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Section One: Your Time at the NICoE

The NICoE provides an interdisciplinary approach to your care. Not only is your team working together, but they are working with you and your family – the most important members of your team. Beginning with the first day at the NICoE, you will define your goals for your treatment, determining what you want to get out of your time at the NICoE.

This section begins by describing where you will stay during your four weeks at the NICoE. Then it provides an overview of the providers you will work with while at the NICoE, as well as some of the types of evaluation you may experience. Because every service member's program is tailored to his or her exact needs, you may not participate in all of the listed programs.

Your Fisher House Stay

During your stay, you will be residing at a Fisher House. A Fisher House is *"a home away from home"* for families of patients receiving medical care at major military and Veterans Affairs medical centers. All lodging fees for families at this house are paid through a grant from the Fisher House Foundation.

The NICoE-dedicated Fisher House is located on base and is approximately a five-to-ten minute walk from the NICoE. The house has 20 private sleeping rooms with individual bathrooms, much like a hotel room. There is a communal kitchen, laundry room and TV room. The NICoE Fisher House was officially opened in November 2010.

The Fisher House is located at 24 Stokes Road, Bethesda, MD 20814-5002. Check out time is 1100 Monday-Friday.

For more information, see Section Two: FAQs, or visit the Fisher House website online at: www.bethesda.med.navy.mil/visitor/lodging/fisher_houses.aspx.

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Fisher House Rules

To assist in making group living a more pleasant experience, the Fisher House has asked that all service members and their families help by abiding with the following rules.

1. The Fisher Houses are non-smoking facilities. There are designated smoking areas behind each house.
2. No alcohol is allowed in the Fisher Houses or on the grounds.
3. No downloading of any kind using Fisher House internet.
4. Wash dishes after eating. There should be NO dishes left in the sink.
5. All dishes need to be washed in the dishwasher for sterility. Pots and pans do not need to go into the dishwasher, however they should be hand dried and put away.
6. No personal food is to be stored in bedrooms. You have a cabinet in kitchen and fridge space.
7. Rooms are inspected on a regular basis by staff to insure sanitary conditions and safety regulations are being met.
8. Do not move the furniture in your bedroom. Furniture is to remain in place.
9. Your room will be cleaned once a week and you will get a note the day before to let you know. If we have too many check outs, the room may not be cleaned until the next day. Having your room cleaned is mandatory, not an option.
10. Do not walk on wet, mopped floors.
11. Children under the age of 18 should be supervised at all times by an adult.
    Empty the trash. Use caution around trash cans because wild animals such as raccoons and squirrels roam the base.
12. Rooms should be kept tidy at all times.
13. Do not allow anyone to enter the houses unless they are registered or you are expecting a guest.
14. When management leaves in the evenings and on the weekends, please keep all doors closed. This is for your protection, safety and security.
15. Keep in mind that Fisher House does not have a 24 hour person on duty so if you get locked out call NNMC Security phone number located on front and back doors: 301-295-1246.
16. If you have a power outage, plumbing issues or something of an urgent nature, call the Command Duty Desk and they will contact the Manager: 301-295-4611.

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Your Interdisciplinary Care Team

Before we tell you more about the NICoE program, we want to introduce you to your actual care team. Throughout your time at the NICoE, an interdisciplinary team of providers will work together to provide you with holistic care for your mind and your body. Our clinicians and providers are in regular contact with each other, discussing treatment options and specific patient cases, to ensure that each service member has the opportunity to try many different types of treatment, that care plans consider all aspects of each case, and that service members always have access to their care team.

Your care team may include the following professionals:

An interdisciplinary team of providers will work together to provide you with holistic care for your mind and your body.

Art Therapist:
Your art therapist will help you use art to improve communication, allow expression of feelings, improve coordination and increase cognitive and social function.

Assistive Technologist
Your assistive technologist provides strategies and technological enhancements to help you gain independence.

Audiologist:
Your audiologist will examine, test and treat hearing and balance difficulties.

Chaplain:
Your chaplain at the NICoE is especially trained as part of our medical team to work with you and your family members to maximize the healing process.

Computer Assisted Rehabilitation Environment (CAREN) Operator:
Your CAREN operator will oversee your CAREN experience, incorporating virtual reality into assessment and rehabilitation.

Continuity Manager:
A Licensed Clinical Social Worker (LCSW) or nurse case manager acts as the primary point of communication with your home station team to facilitate admission and discharge.

Fire Arms Training Simulator (FATS) Operator:
Your FATS operator is a certified rifle, pistol and shotgun instructor who can create virtual environments such as shooting bottles at a carnival and walking down the busy streets of a combat zone to help you regain confidence and marksmanship skills.

Integrative, Complementary and Alternative Medicine Provider:
Your integrative health provider will give you access to skills and CAM therapies such as acupuncture, nutritional medicine, and mind-body practices that complement the conventional medical care found in most large health care institutions.

Licensed Clinical Social Worker (Family Education):
Your LCSW specializes in diagnosis and treatment of mental health and behavioral health (BH) problems. They may provide counseling or teach problem-solving and coping skills and will communicate with providers at your home station as needed.

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Neurologist:
Your neurologist is a physician skilled in the diagnosis and treatment of diseases related to the nervous system, along with the treatment of pain.

Neuropsychologist:
Your neuropsychologist is a clinical psychologist who specializes in diagnosing and treating cognitive, emotional and behavioral problems related to brain injury.

Nurse:
A registered nurse is your primary point of contact while at the NICoE. He or she oversees a daily assessment of your safety, pain, mood and sleep. This ensures your opinions, feedback, priorities and concerns are shared with the entire clinical team on a daily basis.

Nutrition Specialist:
Your nutrition specialist will educate you on how nutrition (food and supplements) affect the symptoms of, and recovery from, TBI and PTSD and will brainstorm with you to create a healthy food plan that fits in your day-to-day life.

Occupational Therapist:
Your occupational therapist will evaluate abilities necessary to engage in daily living tasks to include self-care, home maintenance, work performance and community integration. Potential treatment will focus on adaptation, modification and education to increase performance and participation in daily living activities.

Optometrist:
Your optometrist is skilled in examining the eye for defects and faults of refraction, prescribing corrective lenses or eye exercises, diagnosing diseases of the eye and treating such diseases or referring you for treatment.

Physician Team Coordinator:
An internal medicine or family medicine physician at the NICoE oversees your entire continuum of care.

Physical Therapist:
Your physical therapists will focus on the preservation, enhancement and restoration of normal movement and physical function as it relates to orthopedic, vestibular and neurological disorders.

Psychiatrist:
Your psychiatrist helps you address any emotional or behavioral distress by using psychotherapy and/or medication to help restore your wellbeing and improve your functioning.

Recreational Therapist:
Your recreational therapist will use various recreational, fitness and leisure activities for therapeutic purposes to benefit both service members and their families.

Sleep Medicine Physician:
Your sleep medicine physician is practiced in evaluating and treating sleep disorders.

Speech Language Pathologist:
Your speech-language pathologist will help diagnose and treat speech, language, cognitive and fluency disorders.

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Your Schedule and Care at the NICoE

By now, you know where you'll be staying throughout your four weeks at the NICoE and you've familiarized yourself with the providers and physicians you may work with. It's time to learn more about what you can expect in terms of the clinical aspect of your stay.

We approach your evaluation and treatment in a patient-centered way, utilizing a holistic, integrative and interdisciplinary model. Evaluation and care is done in a family focused, collaborative environment that promotes physical, psychological and spiritual healing in order to reduce suffering, instill hope and address moral injury.

- **Expect that your schedule will be full.**
- **The beginning of your time at the NICoE will likely be focused mostly on diagnosis, evaluation and pain relief.**
- **During the course of your stay you'll notice a shift toward education and goal planning.**

Although we aim to make your time at the NICoE as seamless and stress-free as possible, expect that your schedule will be full. The first week often feels very busy to service members, who are asked to be at the NICoE by 0700 each morning after their first day. Because our patient and provider schedules are built off specific needs, evaluations and treatment plans, we plan each day one-by-one. Each afternoon before leaving the NICoE, you will receive your schedule for the following day.

The beginning of your time at the NICoE will likely be focused mostly on diagnosis, evaluation and pain relief. During the course of your stay you'll notice a shift toward education and goal planning. We create a treatment plan specifically for you, and provide you with tools and skills that will help you continue to improve – even after your discharge from the NICoE.

There are four types of interaction with other patients and your providers throughout the course of your time at the NICoE. They are detailed below.

Initial Evaluations

The NICoE clinical team is focused on reducing your physical and psychological pain by thoroughly evaluating your individual case, identifying any underlying or comorbid issues and ensuring that you leave the NICoE with an accurate diagnosis and customized follow-up plan. We offer many different evaluations and diagnostic tools, some of which are introduced below. Again, because of the individualized nature of our patient care, you may or may not experience all of the evaluations discussed. Once you are at the NICoE, you can talk to your Nurse Navigator to learn more about what you can expect. From a broad perspective, your diagnosis and evaluation will extend through the first part of your stay. It may involve appointments and evaluations with the providers like the ones below.

- Art Therapist
- Assistive Technologist
- Audiologist
- Chaplain
- Computer Assisted Rehabilitation Environment Operator

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- Neurologist/Internal medicine provider/Integrative provider (combined appointment)
- Neuropsychologist
- Nutritionist
- Occupational Therapist
- Optometrist
- Pharmacist
- Physical Therapist
- Psychiatrist
- Psychiatrist and Licensed Clinical Social Worker/family therapist (combined appointment)
- Sleep Specialist
- Speech Language Pathologist

Individual Appointments

Much of your time at the NICoE will be spent in individual appointments with members of your care team. For instance, the evaluation sessions mentioned above will take place as individual appointments to keep the focus on you. Your family is an important part of your time at the NICoE – they know you well, and we want to help the entire family heal. We welcome them into many of these individual appointments, and your Nurse Navigator will be able to provide more information about which individual appointments are appropriate for family members to also attend. Additionally, some appointments, such as optometry, may be scheduled across the street at the Walter Reed-Bethesda main campus. You will also have several pre-discharge appointments to ensure that you are prepared for your transition to your home base.

Therapies and Treatments

In addition to the evaluative appointments above, you may also partake in individualized forms of therapy aimed at reducing your mental and physical pain. The NICoE embraces Complementary and Alternative Medicine. In addition to medication and the individual appointments mentioned previously, therapies at the NICoE may include:

- Acupuncture
- Acupressure
- Assistive Technology
- Art Therapy
- Bibliotherapy
- Cranial Electrical Stimulation
- Gua Sha
- Exercise
- Hypnosis
- Journaling
- Meditation
- Microcurrent treatments, as well as trigger point injections, BOTOX and nerve blocks
- Music Therapy
- Physical, Occupational and Speech Therapy
- Reiki/Healing Touch
- Spirituality
- Tai Chi/Qigong
- Yoga

Group Sessions

Many service members report that some of the most important, impactful time during their stay was spent with other service members who are experiencing the program with them. We understand the important bond that can form, and the benefit of these interactions. Throughout your stay, you'll be participating in group sessions like the ones below.

- Behavioral health support group
- Canine therapy
- Daily psychotherapy group
- Healing arts sessions, including creative writing
- Mind/body skills group

Education and wellness courses focused on improving confidence, setting goals, controlling your attention and managing your energy.

Education and Wellness Courses

A significant amount of time will be spent in courses focused on improving confidence, setting goals, controlling your attention and managing your energy. These courses will be led by your providers and members of your care team. They are meant to help you understand what you are experiencing and empower you to take charge of your own care once you leave the NICoE.

- *Coherent Breathing*
- *Comprehensive Soldier Fitness – Performance and Resilience Enhancement Program* (CSF-PREP)
    - This class focuses on six group topic discussions: Foundations; Building Confidence; Goal Setting; Attention Control; Energy Management; Integrating Imagery
- *Fire Arms Training Simulation*
- *HeartMath®* course to learn heart rate variability and autonomic control
- *Improving Cognitive Performance*
- *Inner Wisdom*
- *Introduction to Brain Nutrition*
- *Introduction to Sleep Disorders*
- *Introduction to the Service Dog Program*
- *Introduction to Traumatic Brain Injury*
- *Introduction to Wellness*
- *Labyrinth Initiation*
    - This course focuses on mindfulness in movement, initial walking meditation, labyrinths as sacred space of movement and a ritual of new beginnings.
- *Occupational Functioning*
    - As part of this course, service members participate in the Occupational Therapy Community Reintegration program, a one-day field trip planned by service members.
- *Overview of Cognitive Distortions*
- *Positive Imagery*

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- *Practical Healthy Eating*
- *Progressive Relaxation/Autogenic Training*
    - This course focuses on blood flow, relaxation and thermal biofeedback experiences.
- *Self-Advocacy in Treatment and Recovery*
    - In this course, you will review expectations of the health care system, how to prepare for medical appointments and ways to maximize time with providers.
- *Understanding Factors Influencing Cognitive Performance*
- *Understanding Psychological and Emotional Health*

Family Program

The Family Program is available to all families of service members in the NICoE program. Short-term, solution-focused therapies, done in individual sessions, marital sessions, group sessions and/or family sessions, will be offered as appropriate.

Short-term, solution-focused therapies, done in individual sessions, marital sessions, group sessions and/or family sessions, will be offered as appropriate.

The NICoE also has a Spouses Group and Individual Family appointments. The Spouses Group is an informal support group that provides a nurturing, listening environment for NICoE spouses to share common experiences, collaboratively solve problems and receive emotional and spiritual support in their own journey as caregivers. At times, clinicians from various specialties may join the group to provide insight and answers to your spouse's questions and concerns. Individual family appointments that your children may attend include art therapy, nutrition and work with the service dogs.

Your Discharge from the NICoE

After your four-week stay, you will be equipped with both skills and techniques to continue driving your care, and with a personalized care plan built by you and your interdisciplinary care team. Some of the skills that you can take home with you include an understanding of your disorder and factors that influence your wellbeing, relaxation techniques and self-advocacy in treatment and recovery.

After your four-week stay, you will be equipped with both skills and techniques to continue driving your care, and with a personalized care plan built by you and your interdisciplinary care team.

Your continuity management team will work with the providers at your referring installation to ensure that your care plan is manageable and executable. We try to conduct ongoing follow-up with both you and your care team over the course of the next few months that looks at the implementation of your plan and the trajectory of your recovery.

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Section Two: Frequently Asked Questions

Below, you will find answers to frequently asked questions. If you have a lingering question that is not covered, please contact your continuity manager and they should be able to answer your question or direct you to someone who can.

Orders

Q. How do my orders get cut?

A. Your NICoE continuity manager will forward an official memorandum to your command to outline the NICoE program start and end dates. The memorandum will also include your lodging arrangements. It is then up to your command to cut your orders and decide whether or not to fund a rental car and authorize per diem.

Travel

Q. I will need to travel by air transportation to and from the NICoE. How are my flights scheduled?

A. Your command is responsible for coordinating all travel arrangements. The memorandum sent to your command will include what day and time you are expected to arrive and depart.

Q. Is there transportation to and from the NICoE?

A. There is no transportation to or from the NICoE other than what is authorized by your command. There is information about public transportation (e.g., metro or taxi) that will get you from the airport to the NICoE at the back of this guide.

Q. Is public transportation available?

A. There is a metro station directly across from the main entrance to the base that connects to all areas of Washington, DC. There are also buses available.

Lodging & the Fisher House

Q. Where will I be staying?

A. You will be staying at the Fisher House. Fisher House billeting at the WRNMMC will be provided at no cost to you or your family.

Q. How do I reserve a room at the Fisher House?

A. As soon as you are accepted into the program a room will be reserved for you at the Fisher House. Your command does not need to contact anyone about reserving the room.

Q. Do I have to share a room?

A. You will have your own room and bathroom at the Fisher House. Each room has a different bed size and all efforts will be made to accommodate you and your family as applicable.

Q. Can my family stay with me at the Fisher House?

A. Your family is welcome to stay with you. Children must be monitored at all times while at the Fisher House. Please note that only one room is allowed per family.

Q. Is there a kitchen at the Fisher House?

A. The Fisher House has a fully equipped kitchen with four refrigerators, four stoves and two freezers. There are also small cabinets for each family to use to store non-perishable items. The kitchen, however, is for all families to use and families must clean up after themselves.

Q. Is food provided at the Fisher House?
A. Occasionally, the Fisher House receives donated meals, canned goods and other similar items. However, you are responsible for providing your own food. There are several local grocery stores that you can drive to as well as a commissary (off base).

Q. What are the Fisher House amenities?
A. The Fisher House has free wi-fi in the common TV room only. There is also a free laundry room available to use at specified hours during the day. Each room has its own TV, DVD player and hairdryer.

Q. Can I have visitors at the Fisher House?
A. In order to respect the privacy of the other guests at the Fisher House, any visitors to the Fisher House must be approved by NICoE Hospitality Services or by Fisher House Management.

Q. Is there a gym at the Fisher House?
A. There is a gym and pool on base, however there is not a gym at the Fisher House. The gym is approximately a five-to-ten minute walk from the Fisher House.

Medication

Q. Do I need to bring any medication with me?
A. Yes. You should bring all medications (to include over-the-counter medications and supplements) with you to the NICoE on your first day. The NICoE staff will need to see them in their original containers.

Attire

Q. What is the dress code for patients at the NICoE?
A. The uniform at the NICoE from 0730-1600 is Military PT or Duty Uniform. After hours and on weekends, you will have free time and be authorized to wear civilian attire.

Service Member Schedules

Q. What will my first day be like?
A. You will need to arrive by 0730 on your first day at the NICoE. You will meet with your treatment team throughout the course of the day.

Q. What will I do each day?
A. Each day after your first day, you will need to arrive at the NICoE by 0700. You will then meet with a variety of providers over the course of the day. You will also participate in educational groups throughout the day. You will be done around 1600 each day.

Q. When do I get my schedule?
A. Each afternoon, service members receive their individual schedule for the following day.

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Per Diem

Q. Will I get a per diem?

A. Your command will make the decision as to whether or not you receive per diem while you are at the NICoE.

Q. What are the per diem rates?

A. The per diem rate in Bethesda, MD, is currently $71 per day.

Dining

Q. Will I have access to 24/7 dining options?

A. There are many dining options on base, however, there is no 24/7 mess on base. Please see "On-Base Dining Options" within Section 3 for more information about food options at the NICoE.

Pets

Q. Can I bring my pet?

A. Pets are not allowed on base. However, service animals (with vaccine records) are permitted on base and in the Fisher House but are subject to the WRNMMC Instructions regarding animals on base. If you are planning on bringing your service animal, please contact NICoE Hospitality Services at (301) 319-3693 for further direction.

Family

Q. Can I bring my family with me?

A. Yes, you are welcome to bring your family with you. Your command is responsible for funding their travel.

Q. What can my spouse/significant other do while I'm at the NICoE?

A. There is a family program available to all families of service members in the NICoE program. In addition to participating in individual appointments with you, your spouse/significant other is welcome to participate in a variety of education and therapeutic groups.

Q. Is there daycare for my child(ren)?

A. Austin's Room is available for children aged 6 weeks to 12 years old. It is approximately a 10-to-15 minute walk from the Fisher House. Please refer to **Section 3: Base Services and Facilities** for more information and contact NICoE Hospitality Services at (301) 319-3693 to learn more.

Weapons

Q. Can I bring a weapon with me?

A. Weapons are not allowed on base or in the Fisher House without the approval of the base Commander.

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Center of Excellence
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Section Three: Base Services and Facilities

Section Three covers lodging, recreation, worship services, and services and facilities available to you during your time at Walter Reed-Bethesda. It is our goal that your time on base, but away from the NICoE, allows you to continue the healing process. We hope that you and your family find your time surrounding your care to be comfortable, enjoyable and relaxing.

Base Services and Facilities

Throughout your stay, you will be able to take advantage of the various conveniences offered on base. You can expect similar conveniences found on any military base. To learn more about the many facilities on base, visit: http://www.bethesda.med.navy.mil/Visitor/.

You can expect similar conveniences found on any military base.

Child-Friendly Facilities

On the campus of the Walter Reed National Military Medical Center

Austin's Playroom is located across campus at Building 62 and is available for children aged 6 weeks to 12 years. Drop off services are available free of charge to service members attending the NICoE program. Austin's Playroom is open from 0600 until 1800 Monday through Friday, except Federal Holidays.

If you are interested in this option, please contact NICoE Hospitality Services at (301) 319-3693.

Play Areas at the NICoE

The NICoE is a family-centered facility. In order to optimize the clinical services provided at the NICoE, children must be supervised by an immediate family member or authorized adult at all times. (Please note, NICoE personnel are not authorized to provide child supervision.) All patients and their families are asked to be mindful of other patients.

There are certain clinical services provided at the NICoE that are not suitable for children to attend (e.g., imaging, neuropsychological testing, therapeutic evaluations, rehabilitative therapy, etc.). When you arrive at the NICoE, your nurse navigator will provide additional information about what is and is not appropriate for your child to attend.

Families are encouraged to use the second floor family lounge which provides a child-friendly environment. There is also a playground located just outside the NICoE that is suitable for children of all ages. All children must be supervised by an immediate family member or authorized adult at all times while on the playground and in the building, including child-care areas.

On-Base Dining Options

At the NICoE

Au Bon Pain
Location: NICoE lobby near main entrance
Hours: Monday-Friday 0700-1500

In WRNMMC

Main Dining Hall (Galley)
Location: Hospital/WRNMMC basement
Hours: Monday-Friday. Breakfast 0600-0800, Lunch 1100-1330

Grab and Go (in Galley)
Location: Hospital/WRNMMC basement, in the Galley/Main Dining Hall
Hours: Monday-Friday; Breakfast 0830 -1000; Lunch 1330- 1600

Rations In Kind
Location: WRNMMC/hospital basement; Room 0380A; Call 555-5361 if you need assistance
Hours: Weekends. Breakfast 0630-0800; Lunch 1100-1300; Dinner 1600-1800
Cost: Flat rates for both warriors and family/friends: Breakfast $2.30, Lunch and Dinner $4.25

William III Café
Location: Lobby of hospital/WRNMMC directly across the street from NICoE, 1st deck
Hours: Monday-Friday 0600-1530

The Wedge
Location: Hospital/WRNMMC 1st deck
Hours: Monday-Friday 0600-2130

Main Street Food Court
Location: Hospital/WRNMMC 1st deck
Hours: Monday-Friday, 0600 -1500

Subway/Dunkin Donuts
Location: On "Main Street"; the hospital/WRNMMC 1st deck
Hours: Monday-Friday, 0900 -2000; Saturday, 0900-1500; and Sunday, 0900-1400

McDonalds
Location: Directly behind the NICoE, by the gas station
Hours: Weekdays and weekends, 0500-2100, Breakfast, Lunch and Dinner

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Recreation

Aside from the services and facilities already mentioned, the following activities are also available on base. For more information, please visit http://www.bethesda.med.navy.mil/visitor/morale_welfare_recreation/indexold.aspx.

Morale Welfare and Recreation InfoCenter
The MRW InfoCenter offers all of your recreational needs. Interesting classes, exciting fun runs and adventurous trips are all offered by MWR. Discount tickets can be purchased for local amusement parks, movie theaters, special events and more. Brochures, maps and flyers are also available for quick reference and trip planning. The MWR Info Center is an authorized Ticketmaster outlet. For more information, see the MWR Happenings newsletter.

Bethesda Naval Bethesda Center
The Bethesda Naval Bowling Center offers both open play and league bowling year round for all ages. Various party packages are available for your special events. Call the Bowling Center to schedule. Check the latest MWR Happenings for additional information.

Fitness Complexes
A variety of group fitness classes, personal training services and other exciting activities for all levels of fitness are available on base. For more information, visit www.quickscores/comfortzone.

Liberty Zone and Liberty Program
The all new Liberty Zone is open for E1-E6 (ages 18-25) single service members and geographical bachelors in the barracks. There are televisions, gaming stations, computers with high-speed internet and a movie screen.

Worship Services

In addition to the spirituality provided by the NICoE's on-site chaplain, worship services are held at the Main Chapel located at WRNMMC. Main Chapel services are broadcast on the WRNMMC closed-circuit network and available in inpatient rooms. For a full schedule of services and availability, please visit: http://www.bethesda.med.navy.mil/patient%5Cpatient_support_services%5Cpastoral_care%5Cworship_schedule.aspx.

Pastoral Care Services
Pastoral Care Services at the NICoE and WRNMMC seek to offer comfort, guidance and care to patients, staff members and their families. As clinical providers of spiritual care, our chaplains stand ready and are trained to respond to a multitude of needs. We offer a variety of professional services and resources. For more information, please visit: http://www.bethesda.med.navy.mil/patient%5Cpatient_support_services%5Cpastoral_care%5Cindex.aspx.

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Section Four: Gate Schedule, Directions and Transportation

WRNMMC Gate Schedule and Visitor Parking

The address for WRNMMC is:
8901 Rockville Pike
Bethesda, MD 20889

For information on the gate schedule and visitor parking, please visit: http://www.bethesda.med.navy.mil/visitor/get_here_and_park/gate_schedule.aspx. A full map of campus is available Appendix B.

From the South Gate, follow the directions below to the Fisher House.

Step	Direction
1	Once past the guard at the South Gate, take the first right onto PALMER ROAD SOUTH
2	Drive by the hospital on your left and the NICoE, which is the first building on your right
3	Proceed straight through the first stop sign
4	At the second stop sign, take a right onto STOKES ROAD
5	The Fisher Houses are on your right – Fisher House Three is the last house on your right
6	The Fisher House Parking Lot will be on your right with a "Fisher House Parking Lot" sign

Shuttles and Busses

If you wish to use the Campus Shuttles to help you get around WRNMMC, the following link provides detailed information regarding the different stops for the four shuttles: http://www.bethesda.med.navy.mil/visitor/get_here_and_park/shuttles_and_buses.aspx.

Metro and Busses

Using METRO (Metrorail), Washington's Subway System
Safe, clean, and efficient, Metrorail service to WRNMMC is available from downtown DC, suburban Maryland and Virginia, Washington's Reagan National Airport and Union Station (railway).

WRNMMC is located on the RED line at the MEDICAL CENTER METRO STATION. When you are exiting the station, turn right off the top of escalator and cross Rockville Pike. This will take you to the South Gate. From there, you can follow the directions under the section above to get to the NICoE or the Fisher Houses.

For more information about the metro system, as well as a full map, visit: www.wmata.com.

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Airports to the NICoE

On the next few pages, you will find directions to WRNNMC from three airports:

1. Baltimore Washington International Airport (BWI)
2. Ronald Reagan Washington National Airport (DCA)
3. Washington Dulles International Airport (IAD)

Directions are provided for each airport via three separate modes of transportation: taxi, public transportation and car.

Ground Transportation Options from Baltimore-Washington International Airport (BWI)

Car

BWI is approximately 26 miles from the NICoE. It will take approximately 35 minutes to get to the NICoE, by car, without traffic. Step-by-step directions are provided below.

Step	Direction	Distance
1	Start out going NORTHWEST on I-195 W	0.8 miles
2	Take I-195 WEST	4.4 miles
3	Merge onto I-195 SOUTH via EXIT 4B toward Washington	19.6 miles
4	Merge onto I-495 WEST/CAPITAL BELTWAY via EXIT 27 toward Silver Spring	7.8 miles
5	Merge onto MD-185 SOUTH/CONNECTICUT AVE via EXIT 33	0.9 miles
6	Turn right onto JONES BRIDGE ROAD	1.1 miles
7	Turn slight right on ROCKVILLE PIKE/MD-355 NORTH	0.4 miles
8	Turn right at the first stoplight into the South Gate at WRNMMC	

Rail to Metro

On weekdays the MARC Train runs from BWI to Union Station Metro Station; the fare is $7.00 one way. On weekday/weekends the Amtrak Metro runs from BWI to Union Station. The fare for this option ranges from $3.00 to $4.90 one way, depending on time of travel.

From Union Station you can take the Metro from the Union Station Metro Station to the Medical Center Metro Stop. You will need to board the RED line train in the direction of SHADY GROVE or GROVESNOR. Exit the train at the MEDICAL CENTER METRO STATION. Once out of the station, you should cross Rockville Pike to the WRNMMC South Gate. Metro fare for this trip ranges from $3.65 to $3.85 one way, depending on time of travel. You can plan this portion of your trip online at: www.wmata.com.

Taxi

Cab fare from BWI to the NICoE ranges from $80.00 to $100.00. If you take a taxi, please give the driver the address listed above, under “WRNMMC Gate Schedule and Visitor Parking.”

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Ground Transportation Options from Ronald Reagan Washington National Airport (DCA)

Car

DCA is approximately 26 miles from the NICoE. It will take approximately 35 minutes to get to the NICoE, by car, without traffic. Step-by-step directions are provided below.

Step	Direction	Distance
1	Start out going SOUTH on S SMITH BLVD	0.1 miles
2	Take the exit toward GW PARKWAY NORTH	0.3 miles
3	Merge onto GEORGE WASHINGTON MEMORIAL PARKWAY	11.5 miles
4	Merge onto I-495 NORTH/CAPITAL BELTWAY	6.8 miles
5	Merge onto ROCKVILLE PIKE / MD-355 SOUTH via EXIT 34 toward WISCONSIN AVE / BETHESDA	1.4 miles
6	At the fourth stoplight (SOUTH WOOD ROAD) take a left into the South Gate at WRNMMC	

Metro

If you are coming from Terminal B or C, you can use either rof the two enclosed pedestrian bridges on the concourse level at DCA, which connect directly to the Ronald Reagan National Airport Metro Station.

If you are coming from Terminal A, you will need to exit the terminal to the street-side curb, and board any "Airport Shuttle" bus. Disembark at either the stops for Parking Garage B or C (bus shelter #3 and bus shelter #5, respectively). From there, you can access an enclosed bridge which connects to the Ronald Reagan National Airport Metro Station.

Once you reach the station, you will need to board the YELLOW line train in the direction of FORT TOTTEN. At the GALLERY PLACE/CHINATOWN METRO STATION, you need to exit the train. Transfer to a RED line train in the direction of SHADY GROVE or GROSVENOR. At the MEDICAL CENTER METRO STATION, you will need to exit the train. Once out of the station, you should cross Rockville Pike to the WRNMMC South Gate. Metro fare for this trip ranges from $3.00 to $4.90 one way, depending on time of travel. You can plan your trip online at: www.wmata.com.

Taxi

Cab fare from DCA to the NICoE ranges from $60.00 to $80.00. If you take a taxi, please give the driver the address listed above, under "WRNMMC Gate Schedule and Visitor Parking."

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Ground Transportation Options from Washington Dulles International Airport (IAD)

Car

IAD is approximately 28 miles from the NICoE. It will take approximately 40 minutes to get to the NICoE, by car, without traffic. Step-by-step directions are provided below.

Step	Direction	Distance
1	Start out going EAST on SAARINEN CIR	0.3 miles
2	Continue onto DULLES ACCESS RD, staying LEFT at the fork toward I-495	12.2 miles
3	Take the exit onto VA-267 EAST	1.1 miles
4	Take the exit for I-495 NORTH toward BALTIMORE	0.1 miles
5	Merge onto ROCKVILLE PIKE / MD-355 SOUTH via EXIT 34 toward WISCONSIN AVE / BETHESDA	1.7 miles
6	At the fourth stoplight (SOUTH WOOD ROAD) take a left into the South Gate at WRNMMC	

Shuttle Bus to Metro

From IAD, you must take a Washington Flyer bus to West Fall Church Metro Station. The cost of this trip is $10.00 one way, or $18.00 round trip. Purchase a ticket at the Washington Flyer Coach ticket counter located at Arrivals Door #4 in the Main Terminal. This is also where you will board the bus. The bus departs approximately every 30 minutes, but please listen for announcements about exact bus departure times. The schedule can be found at http://www.washfly.com/flyer_bus_schedule.htm.

Once you reach the West Falls Church Metro Station, you will need to board the ORANGE line train in the direction of NEW CARROLLTON. At the METRO CENTER METRO STATION, exit the train. Transfer to a RED line train in the direction of SHADY GROVE or GROVESNOR. At the MEDICAL CENTER METRO STATION, you will need to exit the train. Once out of the station, you should cross Rockville Pike to the WRNMMC South Gate. Metro fare for this trip ranges from $2.75 to $4.80 one way, depending on time of travel. You can plan your trip online at: www.wmata.com.

Taxi

Cab fare from IAD to the NICoE ranges from $60.00 to $80.00. If you take a taxi, please give the driver the address listed above, under “WRNMMC Gate Schedule and Visitor Parking.”

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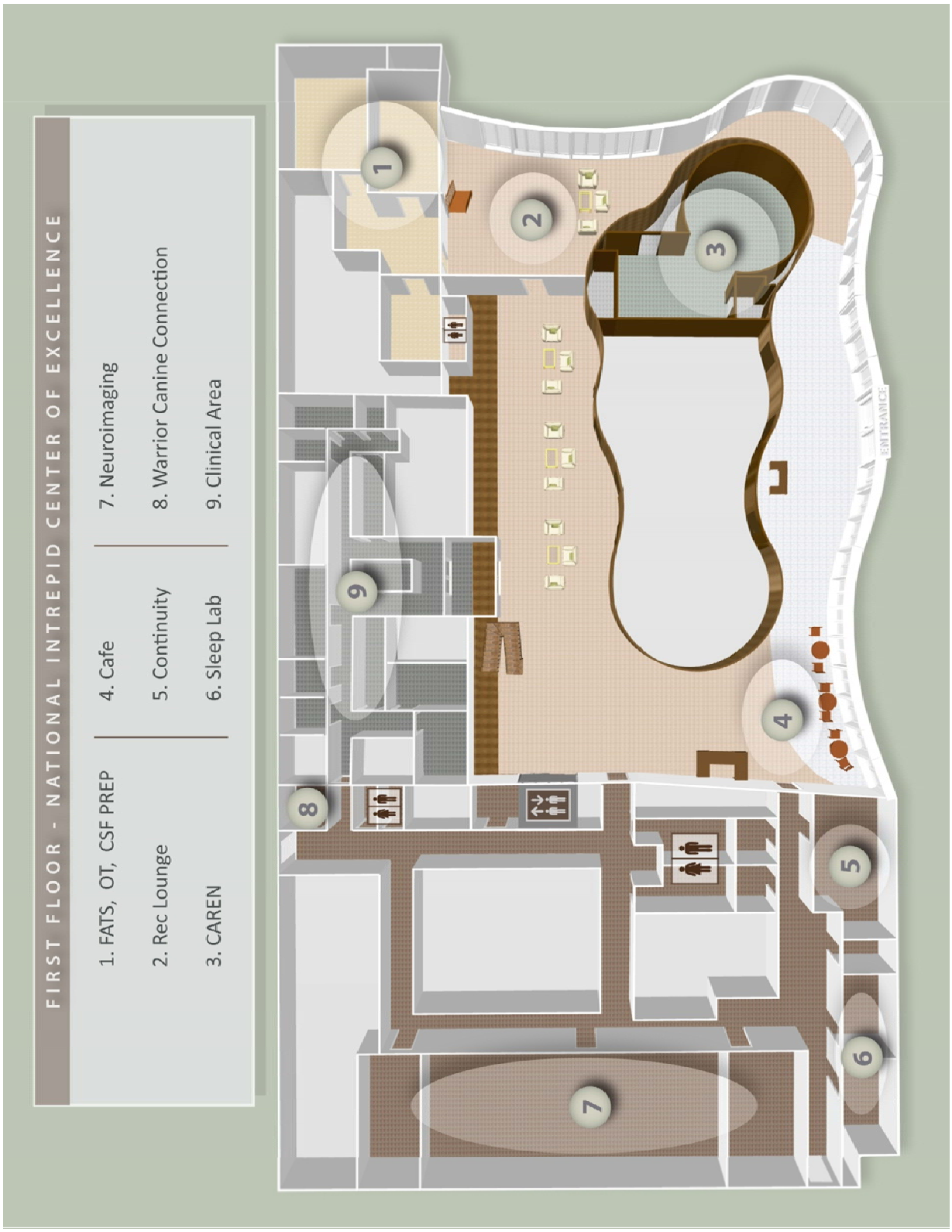
Appendix

A. NICoE Map



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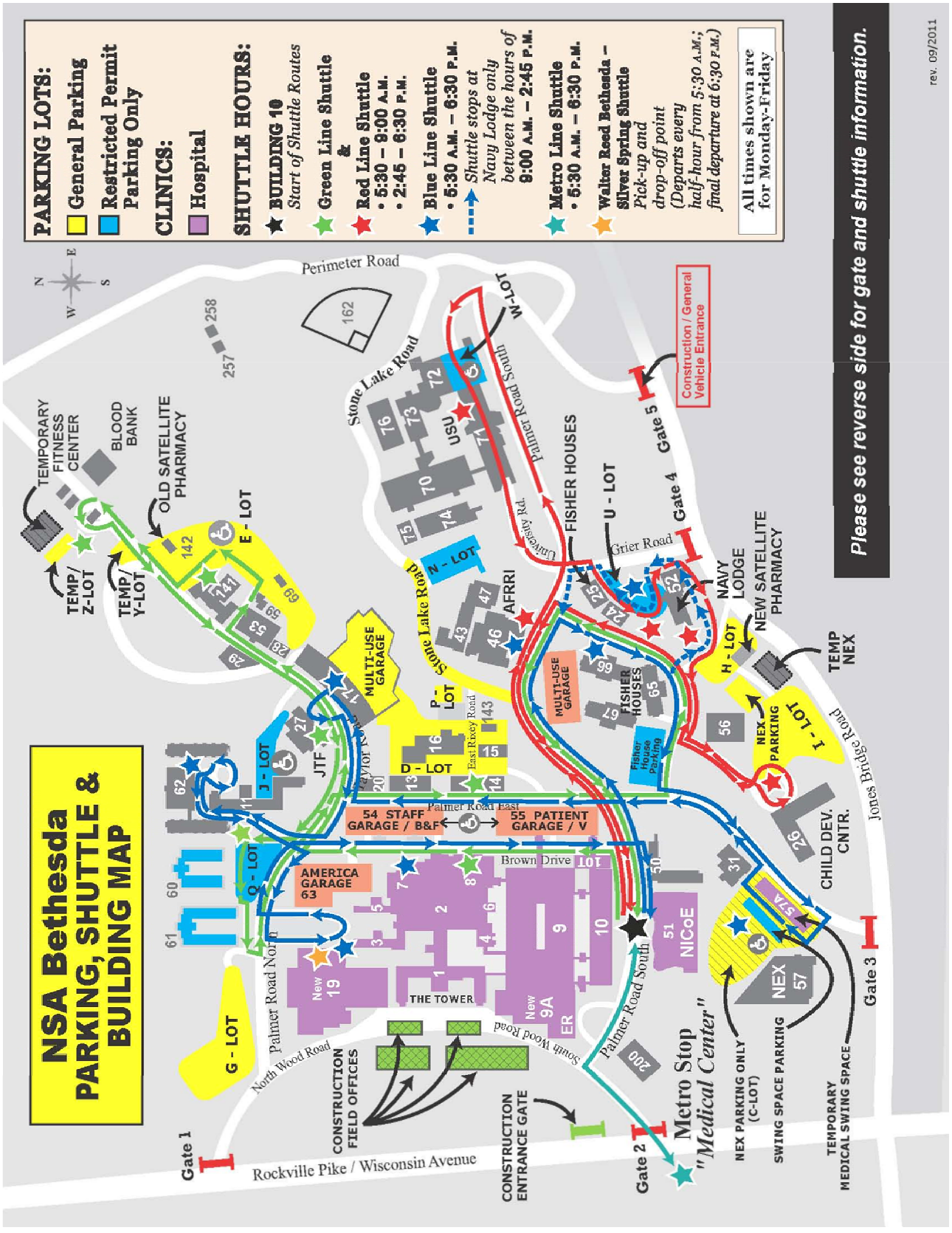
SECOND FLOOR - NATIONAL INTREPID CENTER OF EXCELLENCE

1. Family Lounge
2. Art/Music Therapy
3. Central Park
4. Physical Therapy, Occupational Therapy
5. Family Apartment
6. Integrated Medicine, Assistive Technology, Nutrition
7. Classroom (#2106)
8. Chaplain
9. Snoezelen
10. 2108B
11. Speech & Language Pathology (# 2122D, # 2122E)
12. Audiology, Vestibular (# 2122A # 2123 # 2125)
13. Optometry
14. 2119

B. WRNMMC Map



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C. Shuttles and Gates

BLUE LINE:

Hours of Operation:
5:30 a.m. to 6:30 p.m.

Stops on Route:
- Building 10 *(Main Hospital Lobby)*
- Building 66 *(Fisher House)*
- Navy Lodge *(Only from 9:00 a.m. to 2:45 p.m.)*
- Medical Swing Space
- Building 17
- Building 62
- America Building
- Building 7 *(near Security office)*

Blue Line Shuttle Takes You To:
- Executive Health

GREEN LINE: North Campus

Hours of Operation:
5:30 a.m. to 9:00 a.m.
2:45 p.m. to 6:30 p.m.

Stops on Route:
- Building 10 *(Main Hospital Lobby)*
- Building 8
- Parking Lot E *(near Building 141)*
- Temporary Fitness Center
- Building 27 *(JTF)*
- Building 60 *(BEQ / Comfort Hall)*
- Building 14 *(Facilities)*
- Back to Building 10 *(Main Hospital Lobby)*

RED LINE: South Campus

Hours of Operation:
5:30 a.m. to 9:00 a.m.
2:45 p.m. to 6:30 p.m.

Stops on Route:
- Building 10 *(Main Hospital Lobby)*
- AFFRI
- Parking Lot W *(USU Garage)*
- Navy Lodge
- Parking Lot H
- Parking Lot I *(CDC)*
- AFFRI
- Back to Building 10 *(Main Hospital Lobby)*

METRO LINE: Direct Shuttle

Hours of Operation:
5:30 a.m. to 6:30 p.m.

Stops on Route:
- Building 10 *(Main Hospital Lobby)*
- Metro Stop

SILVER SPRING: Direct Shuttle

Hours of Operation:
5:30 a.m. to 6:30 p.m.

Stops on Route:
- America Building
- Silver Spring Metro Stop

GATES

Gate 1 (North Gate)
Mon-Fri, 0500-0900: Three lanes inbound, one lane outbound
Mon-Fri, 0901-1400: Two lanes inbound, one lane outbound
Mon-Fri, 1401-1800: One lane inbound, three lanes outbound
Mon-Fri, 1901-0459: Two lane inbound, one lane outbound
Sat & Sun: Two lanes inbound, one lane outbound
* Pedestrians have 24/7 inbound/outbound access

Gate 2 (South Gate)
Mon-Fri, 0500-1400: Two lanes inbound, one lane outbound
Mon-Fri, 1401-1900: One lane inbound, two lanes outbound
Mon-Fri, 1901-0459: One lane outbound
Sat-Sun: One lane outbound
* Pedestrians have 24/7 inbound/outbound access

Gate 3 (NEX Gate)
Mon-Fri, 0500-1900: One lane inbound, one lane outbound*
Pedestrian access Mon-Fri, 0500-1900

Gate 4 (Navy Lodge Gate)
Mon-Fri, 0500-1400: Inbound commercial vehicle traffic only
Mon-Fri, 1401-1500: One lane inbound commercial vehicle traffic, one lane outbound
Mon-Fri, 1501-1800: One lane outbound
* No pedestrian access

Gate 5 (University Gate)
Mon-Fri, 0500-1800: One lane inbound, one lane outbound.

D. Useful Phone Numbers

NICoE Hospitality Services
- Phone: (301) 319-3693

Command Duty Office
- Main: (301) 295-4611

Customer Service
- Front Desk: (301) 295-4000

Emergency Medicine
- Main: (301) 295-4810

Fisher Houses I and II
- Front Desk: (301) 295-5334

Fleet and Family Support
- Main: (301) 319-4087

Navy Marine Corps Relief Society
- Main: (301) 295-1207

Patient Advocate
- Phone: (301) 319-3693

TRICARE Service Center
- (877) TRICARE
- (877) 874-2273

The Suicide Hotline Number
- (800) 273-TALK
- (800) 273-8255
- Emergency Department
    - 301-295-4810

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E. Medical and DC-Area Abbreviations

Throughout your stay at the NICoE, you may hear people refer to various medical treatments or evaluations, locations around the DC area, or offices and organizations by abbreviations. A list of commonly used abbreviations is below. If you need more information on what an abbreviation means, please contact your Nurse Navigator.

BH	Behavioral Health
BWI	Baltimore Washington International Airport
CAM	Complementary and Alternative Medicine
CAREN	Computer-Assisted Rehabilitation Environment
DCA	Ronald Reagan Washington National Airport
DoD	Department of Defense
FATS	Fire Arms Training Simulation
IAD	Dulles International Airport
LCSW	Licensed Clinical Social Worker
mTBI	Mild Traumatic Brain Injury
MTF	Military Treatment Facility
MWR	Morale, Welfare and Recreation
NICoE	National Intrepid Center of Excellence
OT	Occupational Therapy
PH	Psychological Health
PT	Physical Therapy
PTSD	Post-Traumatic Stress Disorder
SLP	Speech Language Pathology
TBI	Traumatic Brain Injury
WRNMMC	Walter Reed National Military Medical Center

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