

ENTERPRISE WAITING ROOM for NIH Clinical Center Patients

We have exciting news that we hope will make your healthcare experience at the NIH Clinical Center even better. The Enterprise Waiting Room is our electronic appointment reminder and virtual check-in system that will send you convenient appointment reminders through email and text message.

Here's how it works:

Messages are sent to the cell phone number and/or email address listed in your medical record **7 days** and **2 days** prior to your appointment.

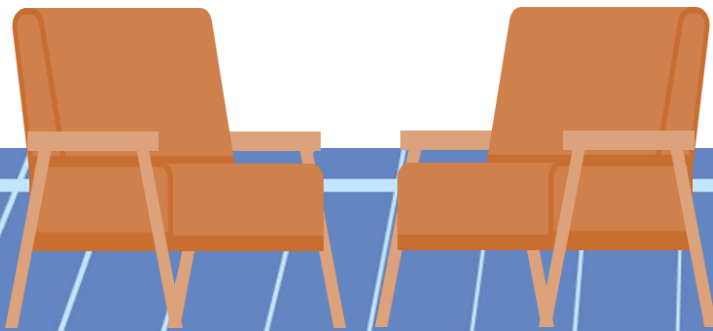
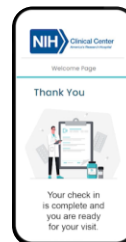


On the day of your appointment, you can utilize the virtual check-in process (optional). A final notification will be sent **30 minutes prior** to your appointment* time. If you have not received a notification to report to your outpatient location after virtually checking in, please proceed to the appointment location.

**For all phlebotomy (blood draw) appointments please use the phlebotomy area's check-in system once you arrive. You will not receive a 30-minute notification for these appointments.*

Once your care team is ready for your visit, **you will receive a final notification letting you know when the team is ready to see you!** Proceed to your appointment location.

If your notifications do not match the schedule that your care team provided, please contact your care team for questions.



The NIH looks forward to seeing you at your next appointment!

<https://clinicalcenter.nih.gov/about/visitor>