

# After Your Child's Outpatient EEG Test

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Today your child had an EEG (electro-encephalogram). Here are some ways to deal with common problems and when to expect test results.

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## How do I remove the electrode paste?

We use water-soluble, hypoallergenic products for the EEG test, so they should come off easily. If your child has any paste or crayon left on their head, wash your child's hair with their normal shampoo when you get home.

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## What if a rash develops?

If your child's skin has a lot of redness or a rash where the electrodes were placed, please call your family doctor or pediatrician. Your child may have had an allergic reaction to the paste or to the metal in the electrode.

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## How do I get the test results?

Please allow 5 business days for your referring provider to receive the results.

In some cases you may hear from them sooner. If you are a patient in the Seattle Children's Neurology Clinic, and you have not received results in 5 days, please call your nurse for the results at 206-987-2078, option 4.

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## How can I give feedback?

An EEG test can be scary and uncomfortable for both child and parent. We try our best to ease this for you.

You can help us provide the very best care by telling us about your child's EEG visit. One way we ask you to do this is by filling out a survey. You could be selected at random each time your child visits Children's. The date of the visit is on the survey. If you receive another survey for a different visit, please fill it out and return it, even if your answers do not change. The survey is sent to you by mail with a postage-paid return envelope.

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### To Learn More

- EEG Scheduling  
206-987-2081
- Neurology  
206-987-2078
- Ask your child's healthcare provider
- [seattlechildrens.org](http://seattlechildrens.org)

### Free Interpreter Services

- In the hospital, ask your nurse.
- From outside the hospital, call the toll-free Family Interpreting Line, 1-866-583-1527. Tell the interpreter the name or extension you need.



**Seattle Children's**  
HOSPITAL • RESEARCH • FOUNDATION

Please use the enclosed envelope and mail the completed survey to:  
**National Research Corporation**  
Survey Processing Center  
PO BOX 82660  
Lincoln, NE 68501-2660  
1-800-733-6714

**SURVEY INSTRUCTIONS**

Please do not fill out this survey unless you are the parent or guardian who accompanied the patient named on the cover letter.

Please think about your experience when you accompanied your child to Oak Creek Medical Clinic on March 3, 2013 as you provide your best answers to each of the following questions.

**1. Are you the parent or guardian of the child named on the cover letter?**<sup>45132</sup>

Yes  
 No (STOP, please return the survey in the envelope provided)

**2. Were you with your child during your child's visit to this outpatient testing facility?**<sup>45133</sup>

Yes  
 No (STOP, please return the survey in the envelope provided)

**6. If you had an appointment for your child's tests or procedure, was your child seen *within 15 minutes of the appointment time*?**<sup>45137</sup>

Yes  
 No  
 No appointment (Go to #8)

**7. Were you kept informed about how much longer you would have to wait?**<sup>45138</sup>

No  
 Yes, somewhat  
 Yes, mostly  
 Yes, definitely

**STAFF/TECHNOLOGISTS AT THIS FACILITY**

**8. Did staff/technologists who performed your child's tests or procedure treat you with *courtesy and respect*?**<sup>45139</sup>

No  
 Yes, somewhat  
 Yes, mostly  
 Yes, definitely

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## How can families provide us with feedback – suggestions or complaints?

Here are more ways you can tell us about your child's clinic visit or hospital stay:

- Call Patient and Family Relations at 206-987-2550.
- Tell a staff member and ask them to enter your feedback and information.
- Fill out a comment card, which can be found throughout the hospital or in clinics.
- Go online at [www.seattlechildrens.org/patients-families/family-feedback](http://www.seattlechildrens.org/patients-families/family-feedback) and fill out the electronic form.