

Después de la prueba EEG para pacientes ambulatorios

Su niño tuvo hoy un electroencefalograma (EEG). A continuación encontrará consejos para resolver problemas comunes y cómo obtener los resultados de la prueba.

¿Cómo se quita la pasta de los electrodos?

Como utilizamos productos hipoalergénicos y solubles en agua para el EEG, la pasta debería poder quitarse fácilmente. Si a su hijo le queda algo de la pasta o marcas rojas en la cabeza lávele el cabello con su champú normal ese día.

¿Qué pasa si aparece una erupción en la piel?

Si la piel de su niño se enrojece mucho o aparece una erupción donde se colocaron los electrodos, llame a su médico de cabecera o pediatra. Puede que su niño haya tenido una reacción alérgica a la pasta o al metal del electrodo.

¿Cómo obtengo los resultados?

Toma 5 días laborales para que su proveedor de referencia reciba los resultados, a veces menos. Si es paciente de Neurología de Seattle Children's y han pasado 5 sin que haya recibido los resultados, llame a la enfermera al 206-987-2078, opción 4.

¿Cómo dejo comentarios?

Sabemos que la prueba EEG puede alarmar y ser incómoda para el niño y sus padres, pero haremos todo lo posible para que sea fácil. Algunas de estas molestias no se pueden evitar.

Nos puede ayudar a proveer la mejor atención compartiendo con nosotros sus comentarios sobre la visita a EEG. Una de las maneras es llenando una encuesta para la que puede ser seleccionado al azar. Encontrará la fecha de la visita en la encuesta para que nos cuente cómo fue su experiencia. Si recibe una encuesta para una visita de otro día, llénela igual y envíela aunque las repuestas sean las mismas. Le llegará por correo con un sobre con franqueo pagado para su respuesta.


Más información

- Citas para EEG
206-987-2081
- Neurología
206-987-2078
- Hable con el proveedor de atención médica de su hijo
- seattlechildrens.org

Servicio gratuito de intérprete

- En el hospital, solicíteselo a la enfermera.
- Fuera del hospital, llame a la línea gratuita de interpretación: 1-866-583-1527. Dígame al intérprete el nombre de la persona o la extensión que necesita.





Seattle Children's
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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?**⁴⁵¹³²
 1 Yes
 2 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?**⁴⁵¹³³
 1 Yes
 2 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*?**⁴⁵¹³⁷
 1 Yes
 2 No
 3 No appointment (Go to #8)
- 7. Were you kept informed about how much longer you would have to wait?**⁴⁵¹³⁸
 1 No
 2 Yes, somewhat
 3 Yes, mostly
 4 Yes, definitely
- 8. Did staff/technologists at this facility who performed your child's tests or procedure treat you with *courtesy and respect*?**⁴⁵¹³⁹
 1 No
 2 Yes, somewhat
 3 Yes, mostly
 4 Yes, definitely

¿Cómo es la encuesta?

¿Cómo hacemos llegar comentarios, sugerencias o quejas?

Algunas otras maneras para contarnos acerca de la visita o la estadía en el hospital de su niño:

- Llame a Family Relations (Relación con el Paciente) al 206-987-2550.
- Hable con un empleado del hospital y pídale que ingrese la información en el sistema del hospital usando eFeedback.
- Complete una tarjeta de comentarios que encontrará en varios lugares del hospital y en los consultorios.
- Visite www.seattlechildrens.org/patients-families/family-feedback y complete la forma electrónica.

Seattle Children's ofrece servicio gratuito de interpretación para los pacientes, sus familiares y representantes legales sordos, con problemas de audición o con inglés limitado. Seattle Children's tendrá disponible esta información en formatos alternativos bajo solicitud. Llame al Centro de Recursos para la Familia al 206-987-2201. Este volante ha sido revisado por personal clínico de Seattle Children's. Sin embargo, como las necesidades de su niño son únicas, antes de actuar o depender de esta información, por favor consulte con el médico de su hijo.

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Educación para el paciente y la familia | Neurología

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After Your Child's Outpatient EEG Test

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

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.

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.

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.

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.

To Learn More

- EEG Scheduling
206-987-2081
- Neurology
206-987-2078
- Ask your child's healthcare provider
- 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.



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STAFF/TECHNOLOGISTS AT THIS FACILITY

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

No
 Yes, somewhat
 Yes, mostly
 Yes, definitely

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 and fill out the electronic form.