

Disclaimer: The information provided is for in-home video EEG testing general informational purposes only and may not pertain to everyone.

What do I do in the case of an emergency?

If there is a medical emergency, please call 911. If you need medical advice, please contact your doctor's office. Should an emergency arise, and you must end your video EEG test immediately, please contact our 24/7 EEG helpline at **877-234-6562**.

If an electrode comes loose or I have questions about the equipment, who do I contact?

Should you have any questions or need help with the equipment during your test, please contact our 24/7 EEG helpline at **877-234-6562**.

Can I leave the house during my EEG test?

We recommend you do not leave your house. If you need to, you do not need to notify us. Please limit your leave to short period(s) during your test.

Do I have to be on camera the whole time?

It is important that you stay in front of the cameras as much as possible. If you wish to spend most of your day in an area outside of where the camera was placed, please contact our 24/7 EEG helpline at **877-234-6562**.

If an EEG tech has to come to my house during my test, how will I know when they are on the way?

If necessary, an EEG tech may return to your home to assist with equipment troubleshooting. The EEG tech will contact you at the number you provided when you scheduled your appointment. You will receive a call or text message from the EEG tech when they are on their way.

How will my EEG test be disconnected?

An EEG tech will come to your home to disconnect the electrodes and collect the video equipment. They will call you the day before your test disconnect and give you a time window for when they will arrive. If the EEG tech is unable to reach you, they will leave a voicemail and/or a text message with this information. On the day of test disconnect, you will receive a call or text message from the EEG tech when they are on their way.

WHAT TO DO DURING YOUR EEG TEST



Answer and/or return any phone calls you receive from Stratus. Calls will come from a (469) or (877) area code.



Call the 24/7 EEG helpline with any questions or concerns you have during your test. Dial **877-234-6562**.



Stay in front of the cameras as much as possible.



Fill out your event logs with as much detail as possible.



Stay hydrated and cool. Try to refrain from activities that may cause you to sweat; sweat can interfere with the quality of your test data.

WHAT NOT TO DO DURING YOUR EEG TEST



DO NOT take a shower or bath.



DO NOT tap or scratch your head.



DO NOT chew gum or ice.



DO NOT exercise or do anything that may cause you to excessively sweat.



DO NOT leave your house for extended periods unless previously discussed with your doctor.

What happens if there is not an EEG tech available in my area to disconnect my test?

In the rare instance that one of our EEG technicians is unavailable to remove your electrodes, you will be contacted by our 24/7 EEG helpline and they will walk you through how to safely remove the electrodes and headwrap yourself.



During Your In-Home Video EEG



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Can I take off the headwrap if it is uncomfortable?

If there is discomfort where the electrodes were placed, please contact our 24/7 EEG helpline at **877-234-6562**.

What COVID safety measures are being taken?

The health and safety of our patients and team members is always the top priority. Our EEG techs continue to follow CDC guidelines for increased precautionary measures and enter your home using the proper equipment.

Contact Information



24/7 EEG Helpline
877-234-6562



Stratus
469-995-8416

Available Monday - Friday from 7 AM – 6 PM CST.