



Patient Rights and Responsibilities

Patient Rights

As a patient of Neurotech, you have the right to:

- EEG testing regardless of age, race, color, ethnicity/national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or source of payment
- Be treated with courtesy and respect of your dignity by Neurotech staff members, in a safe environment, free of abuse and harassment
- Have another individual appointed to have legal responsibility to make decisions regarding medical care on behalf of the patient
- Know the name, role and qualification of the referring physician, interpreting physician, and the EEG tech(s) providing care or monitoring of your EEG
- Confidentiality of all communications and medical records pertaining to your care; written permission will be obtained prior to the release of records to anyone not directly involved in your care
- Access to your medical records within a reasonable time period and in accordance with federal HIPAA policies and procedures.
- Receive as much information as possible regarding the EEG procedure so you can give informed consent or refuse the course of treatment
- Prompt and reasonable responses to your requests for service
- Be informed of Neurotech policies and practices that relate to patient care, treatment and service
- Details and explanations regarding the billing of the EEG test regardless of source of payment
- File a written complaint without fear of retaliation or discrimination.
- If your complaint cannot be resolved promptly, you may discuss your concern with the Director of Operations by calling 262-754-0898. You also have the right to file a complaint with:

Office of Quality Monitoring
Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Phone: 1-800-994-6610
Website: www.jointcommission.org
E-mail: complaint@jointcommission.org

Patient Responsibilities

As patient of Neurotech, you have the responsibility to:

- Provide accurate and complete information regarding your health to the best of your knowledge, including past illnesses, medications, allergies, and any other matters related to your health care status.
- Keep scheduled appointments (or provide ample notice if you are unable to keep an appointment).
- Cooperate and communicate with Neurotech staff and ask questions if you do not understand directions or have problems
- Support mutual respect by maintaining civil language and conduct in interactions with Neurotech staff
- Follow instructions, policies, rules and regulations in place to support quality care for patients and a safe environment for EEG techs entering your home
- Understand that you are responsible for your outcome if you choose not to follow Neurotech's instructions
- Contact the ordering/referring physician for EEG test results
- Contact your health insurance company to ensure you have active insurance coverage on the day(s) of the test, the EEG test is a covered benefit, and Neurotech is an in-network provider
- Pay any and all sums that may become due for the services provided by Neurotech, included but not limited to deductibles, co-payments, co-insurance, out-of-pocket requirements, and non-covered services
- Ensure another competent adult is present during the duration of the EEG test
- Contact emergency medical responders for urgent medical matters
- Remove electrodes at the conclusion of the EEG test
- Return all Neurotech equipment and property at the conclusion of the EEG test