



SUPERIOR SCANNING

S E R V I C E

Frequently Asked Questions

(908) 281-SCAN [7226]
Fax (908) 281-7590
info@superiorscan.com

Do you need to be a Cardiologist to read a Holter monitor?

No.

Any physician who can read an ECG can read a Holter monitor. Internists, primary care, geriatric, family practitioners and of course cardiologists are qualified to provide interpretation of Holter monitors.

Why is a file transfer service used?

There is a significant amount of ECG data acquired over a 24 hour period. Standard email servers cannot handle files of this size. Using the Magic Vortex service takes seconds and assures the large file will arrive at its destination intact.

Do you have to be a computer expert to use the service?

Not at all!

All you need is a basic working knowledge of computers. With our step by step instructions it's as easy as 1-2-3. After the monitor is removed from the patient, the entire process takes less than 2 minutes to upload the data.

Is trained medical staff needed to use the service?

No.

Anyone with basic computer skills can easily use the service. There is no need to use highly trained medical personnel for this task. Of course, proper qualifications are needed for patient hook up and monitor removal.

Why would I use your service instead of the others available?

Personal service.

You will have an account representative assigned to you when you enroll with us. This person is the only person who will be handling your account. If you have a question, this is who you will talk to. You won't have the hassle of trying to hunt down the person who processed your scan to answer your question.

What type of Holter monitors do you use?

We use NorthEast Monitoring digital Holter monitors. They are solid state, have no moving parts, are totally digital, and are small and lightweight. They use two standard AA batteries. Fresh batteries are required for each 24 hour use.

I've never done 24 hour Holter monitor before. How complicated is the hookup?

Not complicated at all.

Hookup uses five snap style conductive gel electrodes. A hookup guide & diagram is provided for exact placement of electrodes.

Any special patient prep requirements?

No.

However, applying electrodes to freshly scrubbed dry skin affords a high quality recording.

How much does a scan cost?

Cost per scan will vary depending on the number of scans per month, and is negotiated at the time of enrollment.

How do your fees compare with others?

Our fees are below the national average. This is possible because we maintain our focus on Holter monitoring only.

What if I want to cancel?

Either you, or Superior Scanning Service, can cancel with 30 days written notice. All equipment must be returned to Superior Scanning Service on contract termination.

What equipment does Superior Scanning Service provide?

Superior Scanning Service provides Holter monitor, compact flash cards (which record patient data), card reader (used to transfer patient data from card to computer), and software on CD.

Do I get to keep the equipment?

No.

The Holter monitor, compact flash cards, card reader, and software are the property of Superior Scanning Service, and must be returned if the contract is terminated.

Can I have more than a single monitor?

Yes. However, the number of monitors supplied to a practice is dependent on the average number of scans per month. In general, when you exceed an average of 16 scans per month, we can provide an additional monitor.

Can I use my own Holter monitors?

Yes, if they are digital NorthEast monitors. If you wish, you may purchase your own monitors, and we can arrange this sale for a nominal fee. If you own the monitors, we will reduce the fee per scan.

What about repair or replacement of equipment?

NorthEast solid state monitors have no moving parts, and are highly reliable. However, should a problem occur during normal use, we will arrange a replacement as quickly as possible. Damage caused by misuse is the responsibility of the practice and repair or replacement fees will apply.

How are scans billed?

Superior Scanning service bills on a monthly basis, with an itemized listing of all patients during the month. Should the scans performed during the month fall below 10, you will be billed a nominal fee for the file transfer service. When the number of scans during a month is 10 or greater, the file transfer service fee is waived.

What are some of the insurance and reimbursement considerations?

At the time of enrollment, your account representative will discuss the particular insurance considerations within your state. Since insurance situations vary from state to state and from practice to practice, it is impossible to generalize regarding these issues.

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Is there a minimum number of scans required to maintain the service?

No.

However, the nominal file transfer service fee will apply when scans per month are below 10. In addition, Superior Scanning Service reserves the right (with 30 days written notice) to cancel a contract due to low activity.