



Bay Area Sleep Evaluation Center

Patients' Bill of Rights

1. Information Disclosure

You have the right to receive accurate and easily understood information about your health plan, health care professionals and health care facilities. If you speak another language, have a physical or mental disability or just don't understand something, assistance will be provided so you can make informed health care decisions.

2. Choice of Providers and Plans

You have the right to a choice of health care providers that is sufficient to provide you with access to appropriate high-quality health care.

3. Access to Emergency Services

If you have severe pain, an injury or sudden illness that convinces you that your health is in serious jeopardy, you have the right to receive screening and stabilization emergency services whenever needed, without prior authorization or financial penalty.

4. Participation in Treatment Decisions

You have the right to know all your treatment options and to participate in the decisions about your care. Parents, guardians, family members or other individuals that you designate can represent you if you cannot make your own decisions.

5. Respect and Nondiscrimination

You have the right to considerate, respectful and nondiscriminatory care from your doctors, health plan representatives and other health care providers.

6. Confidentiality of Health Information

You have the right to talk in confidence with health care providers and to have your health care information protected. You also have the right to review and copy your own medical record and request that your physician amend your record if it is not accurate, relevant or complete.

7. Complaints and Appeals

You have the rights to a fair, fast and objective review of any complaint you have against your health plan, doctors, hospitals or other health care personnel. This includes complaints about waiting times, operating hours, the conduct of health care personnel and the adequacy of health care facilities.

If you have any questions or concerns with the above information, please do not hesitate to contact us at (361) 852-9200 or (800) 605-9522. Administration hours of operation are Mon.-Fri. 8:30am-5:30pm with 12:00-2:00pm closed for lunch. Lab hours are Mon.-Sun. 8:30pm-6:30am—by appointment only.

Patient's Signature: _____ Date: _____