

Consumer Rights

As a health care consumer, you have the right to:

- Get services from qualified professionals
- Have information about you kept confidential
- Get information about your care and services, including choices
- Be involved in making decisions about your care and services
- Be treated fairly and have your rights protected
- Make a complaint or grievance about your services without fear of retaliation
- File an appeal if your services are denied, reduced or stopped.

Consumer Center for Health Education and Advocacy

1764 San Diego Avenue, Suite 200
(877) 734-3258 Toll Free
(877) 735-2929 TTY
(619) 471-2782 FAX
www.lasdsd.org



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1764 San Diego Avenue, Suite 200
San Diego, CA 92110



Consumer Center for Health Education and Advocacy

Consumer Empowerment Services

*Make the health care system
work for you*

A Program of
Legal Aid Society of San Diego, Inc.

Helping People Understand and Use the Physical and Mental Health Care System

The health care system can be hard to use and understand. Our advocates can help you learn:

- What programs you are eligible for
- How and where to get services
- What to do if there is a problem

The Consumer Center Staff

We are ready to help! Our advocates have been trained in consumer rights. They know how to access information on the many physical and mental health programs available in San Diego County.

Our advocates speak English, Spanish, Vietnamese, Arabic and Tagalog. We use a translation service for other languages.

Other Ways We Can Help . . .

Our advocates can help you if you are:

- Told you do not qualify for services
- Denied or terminated from care or services
- Told your services will be changed
- Having problems paying for or getting medications
- Dissatisfied with the services or quality of the care you are getting.

Call us, so we can start trying to get your problem resolved quickly.

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The Consumer Center for Health Education and Advocacy is a project of Legal Aid Society of San Diego, Inc.

Helping People Who Do Not Have Health Insurance

There are many programs for people without health coverage. We can help you learn about:

Medi-Cal

Healthy Families Program

County Medical Services

Mental Health Services

Medicare Part D

Managed Care (HMOs)

How Much Does This Help Cost? Nothing!

We started the Consumer Center in 1999 to help people learn how to get the services they need. We receive funding from:

Alliance Healthcare Foundation
County of San Diego
Legal Aid Society of San Diego, Inc.
Legal Services Corporation
Office of the Patient Advocate
Scripps Health Community Benefit Fund
The California Endowment
The California Wellness Foundation