



Thank you for choosing Sleep Technologies for your sleep therapy supplies & services. We realize you have a choice in health care providers and we truly appreciate this opportunity to serve you.

Sleep Technologies is committed to providing comprehensive healthcare services for its patients. A key part of our services is our Sleep Therapy Follow-Up Program. With this program, we use a simple, recorded **automated** phone system¹ to ask you a few short questions about your sleep therapy.

Approximately every 3-6 months you will receive a phone call from our follow-up service regarding the following:

- Equipment usage/function
- Possible mask problems
- Possible insurance or address changes
- Supply needs (mask, headgear, tubing, filters, etc.)

When our interactive phone service calls, you will simply reply to questions with a “YES” or “NO”. Speak as if you were talking to a Customer Service Representative directly.

After you answer a few important questions, if you are experiencing any problems or have changed insurance companies, a Sleep Therapy Specialist will **personally** contact you within 3-4 business days. If you order supplies, you will be responsible for any deductible and/or coinsurance amount that your insurance may require.

We hope you will like our new Sleep Therapy Program as much as we do. If you have questions, please feel free to contact our Sleep Therapy Specialists who are available Monday-Friday from 9am-5pm at (503) 496-5239.

Thank you,

Sleep Technologies Therapy Specialist

Please sign and date this document to give our patient management service the approval to contact you by telephone with our pre-recorded survey(s) at the below referenced number, including any subsequent numbers.

Ok to call: Signature _____ **Date:** _____

Opt out: Signature _____ **Date:** _____

Prefer e-mail follow up: _____ **Date:** _____

¹ This call is recorded for quality control purposes