

Sleep Medicine Services



Dear KP Member,

You have been scheduled for an overnight sleep study. It is important that you arrive promptly at your scheduled appointment.

Appointment Location: Kaiser Permanente San Jose Medical Center
275 Hospital Parkway, San Jose, CA, 95119
Building 6. 4th floor, Suite 425. (Ring the doorbell)
If you are running late for your appointment
please call (408) 574-4755.

For Saturday and Sunday appointments
Building 6 -- Before entering the facility
Please call (408) 574-4755 upon arrival
for further instruction

Appointment Date:
Appointment Time:

Due to the high demand of our appointments, **we have a 48-hour cancellation policy and verbal confirmation is required.** You will receive a phone call from us prior to your appointment. If we cannot get a hold of you, **please make sure that you call us at 408-972-6742 to confirm your appointment.** It is okay to leave confirmations on our answering machine. However, **we also need a verbal confirmation by 1 p.m. on the day of your scheduled appointment.** If we do not hear from you on the appointment day, your appointment may be cancelled. If you fail to keep your appointment, your referral will be closed, and you will have to obtain a new one.

Please have dinner prior to arriving at the Sleep Medicine Laboratory.

Sleeping accommodations are limited. Patients with special needs, who require a caregiver to be present throughout the night will need to contact us to assure proper arrangements have been made.

Medications: Please bring and take your regular medication in the **original bottle** as prescribed by your doctor, unless directed otherwise. If you are diabetic, please bring your glucometer and insulin with you as we do not provide these items in the lab.

We generally do not recommend or distribute sleeping medication in the sleep laboratory. Please inform your technologist before taking any medications in the laboratory.

If you are suffering from a cold, flu, or nasal allergies please contact us regarding your appointment as these conditions may alter your test results.

For more information, please log on to our web site: www.kp.org/sanjose/sleep and click on **Regional Attended Sleep Medicine Lab Web page.** Watch the video to learn more about your sleep study in our page.

Prior to your study, if you have additional questions, please call our main number **408-972-3200**.

For any questions regarding the following:

Coverage: Member Services 1-800-464-4000

Deductible: Deductible Plan Service Center 1-800-390-3507, Weekdays 7:00 am to 5:00 pm, or visit kp.org/costestimates

Medical Financial Assistance and Discount Payment Policies: Financial Assistance Central Unit 1-866-399-7696, Monday through Friday, 8:00 am to 5:00 pm.

For questions or information on our Medical Financial Assistance, please contact the Financial Assistance Central Unit at [1-866-399-7696](tel:1-866-399-7696), [Monday through Friday, 8:00 a.m. to 5:00 p.m.](#)

For Pre-Payment Plan (PPL), please call [408-972-6629](tel:408-972-6629) Monday - Friday from 8:00 am to 5:00 pm and Sat/Sun from 8:00 am-4:30 pm.

Sincerely,

Sleep Medicine Department