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Nota di bibliografia	Includes bibliographical references (p. [191]-259) and index.
Nota di contenuto	1. Introduction -- 2. The patient protection debate -- 3. Health insurance coverage in the United States -- 4. Relevant law and theory -- 5. The universe of consumer concerns about health care -- 6. The universe of medical standards and other policies regarding health care -- 7. Processes for making policies regarding health care -- 8. Regimes for tapping and resolving consumer concerns about health care -- 9. Principles of sound procedural protections -- 10. A vision of reform.
Sommario/riassunto	A contribution to health care studies and administrative law which offers a humane and practical alternative to the current process of reviewing consumer health care complaints.