

Kaiser Permanente CHP+ Member Rights

- Be treated with respect for your personal dignity and the need for privacy.
- Get information in a way that is easy for you to understand, like plain language, large print, another language, or through a TTY/TDY phone line.
- Talk about medically necessary treatment options for your condition regardless of cost or benefit coverage, with the information presented in a way that you can understand.
- Be part of deciding what is best to do for your health care.
- Refuse recommended medical treatment or procedures.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- Get a copy of your or your minor child's(ren's) medical records and request corrections.
- Obtain healthcare services in accordance with federal healthcare regulations for access and availability, care coordination, and quality.
- Exercise these rights without any adverse effect on the way you are treated.