

— **You have the right to:**

**Receive information about Kaiser Permanente, our services, our practitioners and providers, and your rights and responsibilities.** We want you to participate in decisions about your medical care.

You have the right, and should expect to receive as much information as you need to help you make decisions. This includes information about:

- Kaiser Permanente
- The services we provide, including behavioral health services
- The names and professional status of the individuals who provide you with service or treatment
- The diagnosis of a medical condition, its recommended treatment, and alternative treatments
- The risks and benefits of recommended treatments
- **Preventive care guidelines**
- **Ethical issues**
- **Complaint and grievance procedures**