



## **Community Health Systems, Inc. (CHSI)**

### **Patient Rights and Responsibilities**

Members of our health centers have rights and responsibilities. Their rights protect them as health care consumers. Members also need to understand their responsibilities in order for their doctors and others who care for them to do their best job.

#### **Members Rights:**

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- Receive information about CHSI, its services and its doctors and other providers in a way that may be easily understood.
- Be treated with respect and dignity.
- Choose a Primary Care Physician from within your network of providers.
- Participate with your doctor in decision making about your health care, and to refuse treatment.
- File a complaint about CHSI or the care you receive.
- Request an interpreter (cost as applicable)
- Have your medical records kept private.
- Make arrangements to view your medical records.
- Make recommendations regarding CHSI's rights and responsibilities policies.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation. Exercise these rights without adversely affecting how you are treated by CHSI, its providers, or the State.

#### **Members Responsibility:**

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- Give correct information to CHSI, its doctors and other providers so that they can care for you.
- Follow the plans and care instructions that you have agreed to with your doctor and others who provide care to you.
- Bring your member ID card(s) with you when getting medical care. If you have other insurance, provide that card too.
- Keep follow-up visits with your doctor.
- Provide 24 hours' notice if you have to cancel an appointment
- Treat all CHSI personnel and health care providers respectfully and courteously.
- It is your responsibility to pay any deductible amount, co-insurance or any other balance not paid for by your insurance company.