Sally Kraynik NP LLC Clinic and Financial Policies

Thank you for choosing Sally Kraynik NP LLC as your provider. To serve our patients in the best possible way, we have developed certain clinic and financial policies that are necessary for all patients. Please ask Sally Kraynik, NP if there is anything that is not clear, or if you would like more details.

CLINIC POLICIES

Office Hours: Normal business hours are kept up to date in Tebra/Kareo, and non-urgent appointments can be scheduled outside of business hours on an as needed basis: https://provider.kareo.com/sally-kraynik#?view=booking#booking

Emergency Care: We do not provide emergency medical care or after-hours care or treatment. We are not on-call and are not accessible after business hours. If you are concerned that you may be experiencing a medical emergency, please call 911. If you are not experiencing a medical emergency, you may message us through the Tebra/Kareo Patient Portal system and we will get back to you within 1-3 days.

Missed, Late Cancel, or Late Appointments: After scheduling an appointment, please see the email sent to you, "Fill out your patient forms online"; these forms will need to be completed at least 24 HOURS BEFORE our visit - otherwise we will need to reschedule. If you are 15 or more minutes late to your appointment, we will need to reschedule.

Electronic Portal: The Tebra/Kareo Patient Portal system is the preferred avenue for correspondence, messaging, accessing the patient medical record, and sharing documents. The portal and the electronic health record are both designed with security in mind. We advise you to understand, though, that no system is 100% secure.

Telephone: We do not advise phone as a method of communication, however if you run into issues with the Tebra/Kareo Patient Portal, you may reach us regarding non-urgent issues on our office line at 503-486-7862

Email: We do not advise email as a method of communication, however if you run into issues with the Tebra/Kareo Patient Portal,you may reach us regarding non-urgent issues at sally@sallynp.com

Active/Inactive Patients: Patients are considered active if they have been seen in a telemedicine visit within six months; after that, their status becomes inactive. If eligible to reestablish care with Sally Kraynik, NP, inactive patients will typically have to re-register as new patients, or update their medical record, as well as have a medical appointment to regain "active" status.

Patient Provider Relationship: Sally Kraynik, NP reserves the right to terminate the provider patient relationship for reasons including, but not limited to: prescription diversion or misuse and behavioral issues. Sally Kraynik, NP will use her best judgment in terminating a patient relationship and will communicate with patient regarding reasons.

Right to Refuse Treatment: Sally Kraynik, NP reserves the right to refuse treatment to any patient, and any patient reserves the right to refuse treatment from Sally Kraynik, NP.

Social Media: Due to the importance of your confidentiality, privacy and maintaining professional boundaries, Sally Kraynik, NP does not accept friend or contact requests from current or former clients on any social networking site (ie. Facebook, Instagram, LinkedIn, etc.).

Prescriptions & Refills: Typically, we require patients to have labs and follow-up visits at least every 6-months before we will refill prescription drugs.

Diagnostic Laboratory Services: Lab work that is billed to insurance carries no guarantee of coverage.

Seclusion & Restraint: Seclusion and restraint are not applied.

Hospital Admit Plan: In the event of serious signs or symptoms, the patient's physical location will be confirmed and documented in case emergency or other services need to be called to assist the patient. Hospital admitting arrangements in place.

FINANCIAL POLICIES

If You Have Insurance: As a courtesy, we submit claims on your behalf to your primary and secondary carriers. Co-payments, including co-insurance payments, and payment for services not covered by your insurance are due at the time noted on any invoice. If you have questions or concerns about your coverage, please contact your insurance *prior* to services being rendered. Insurance companies with whom we are credentialed are kept up to date on our website: https://www.sallykrayniknpllc.com/faq

If You Do Not Have Insurance (Self-Pay): Payment is due at the time noted on any invoice.

No Surprises Act; Good Faith Estimate: If you are paying out-of-pocket, or you are using an out-of-network insurance plan, please see the Visit Fee Schedule for a Good Faith Estimate *before* your visit. The Visit Fee Schedule for telemedicine visits and Patient Portal messaging, etc is kept up to date on our website: https://www.sallykrayniknpllc.com/faq

SuperBills: Sally Kraynik NP LLC may provide a superbill for you to submit to your insurance company for reimbursement. Sally Kraynik NP LLC does not guarantee partial or full reimbursement by your insurance company.

Acceptable Forms of Payment: All forms of payment, including online payment via Stripe.

Please ensure that you have read and understand the Sally Kraynik NP LLC Clinic and Financial Policies. By agreeing to this form, you are agreeing to the Sally Kraynik NP LLC Clinic and Financial Policies. Please ask Sally Kraynik, NP if there is anything that is not clear, or if you would like more details.

REVISED: 10/08/2026
REVIEWED BY: Sally Kraynik, NP