

Permission for Telehealth Visits

What is telehealth?

- Telehealth is a way to visit with healthcare providers, such as your doctor or nurse practitioner.
- You can talk to your provider from any place, including your home. You don't go to a clinic or hospital.

How do I use telehealth?

- You talk to your provider by phone, computer, or tablet.
- Sometimes, you use video so you and your provider can see each other.

How does telehealth help me?

- You don't have to go to a clinic or hospital to see your provider.
- You won't risk getting sick from other people.

Can telehealth be bad for me?

- You and your provider won't be in the same room, so it may feel different than an office visit.
- Your provider may make a mistake because they cannot examine you as closely as at an office visit. (We don't know if mistakes are more common with telehealth visits.)
- Your provider may decide you still need an office visit.
- Technical problems may interrupt or stop your visit before you are done.

Will my telehealth visit be private?

- We will not record visits with your provider.
- If people are close to you, they may hear something you did not want them to know. You should be in a private place, so other people cannot hear you.
- Your provider will tell you if someone else from their office can hear or see you.
- We use telehealth technology that is designed to protect your privacy.
- If you use the Internet for telehealth, use a network that is private and secure.
- There is a very small chance that someone could use technology to hear or see your telehealth visit.

What if I want an office visit, not a telehealth visit?

- All visits through Sally Kraynik NP LLC are by telehealth. You cannot schedule an office visit.
- Sally Kraynik NP LLC is an addition to, and not a replacement for, your local primary care provider. Responsibility for your overall medical care should remain with your local primary care provider, if you have one, and you are strongly encouraged to locate one if you do not. Sally Kraynik NP LLC does not have any in-person clinic locations.
- Sally Kraynik NP LLC does not address medical emergencies. If you believe you are experiencing a medical emergency, you should dial 9-1-1 and/or go to the nearest emergency room. Please do not attempt to contact Sally Kraynik NP LLC. After receiving emergency healthcare treatment, you should visit your local primary care provider.

What if I try telehealth and don't like it?

- You can stop using telehealth any time, even during a telehealth visit.
- You can get an office visit with another practice if you no longer want a telehealth visit.
- If you decide you do not want to use telehealth again:
 - call 503-486-7862 and say you want to stop, **OR**
 - sign into your patient portal and use the "Messaging" feature
 - It will be as if you never agreed to this form.

How much does a telehealth visit cost?

- What you pay depends on your insurance and/or the sliding scale discount fee.
- A telehealth visit will not cost any more than an office visit.

Do I have to agree to this document?

- No. Only agree to this document if you want to use telehealth.

What does it mean if I agree to this document?

If you agree to this document, you agree that:

- You were provided the information in this document.
- You had the opportunity to ask all your questions through your patient portal "Messaging" feature.
- You want a telehealth visit.
- A copy of this document will remain in your patient portal.