

## 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?

You can ask to schedule an office visit with Sally Kraynik NP LLC, but we may say "no" to your request.

**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 a different medical provider 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 message you want to stop
  - 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. Please see "Sliding Fee Discount Program" and "Visit Fee Schedule" in "Documents & Applications": <https://www.sallykrayniknpllc.com/faq>
- A telehealth visit will not cost any more than an office visit.
- If your provider decides you need an office visit in addition to your telehealth visit, you may have to pay for an office visit with a different medical provider.

**Do I have to agree to this document?**

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

**Do not agree to this form if you have unanswered questions.**

If you indicate you have unanswered questions, when you start your first telehealth visit, your provider will discuss any unanswered questions with you.

**What does it mean if I agree to this document?**

If you agree to this document, you agree that:

- You understand the information in this document.
- You have no unanswered questions.
- You want a telehealth visit.

**You have the option to print a copy of this document.**

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