

What to do before a visit?

Please arrive at least 10 minutes early for your visit, and bring with you a current medication list, and your insurance card. You can also bring your medicine bottles with you.

What if I can't make it to my visit?

We understand that things come up. If you can't make it to a visit, please call the clinic as soon as possible to reschedule. Patients that routinely miss appointments without calling may be dismissed from the practice.

Rules, Policies, Procedures and Grievances

It is the patients responsibility to understand the rules, coverage, and limitations of their insurance.

It is the policy of ThriveWell Clinic that considerate, respectful, and compassionate care in a safe and secure environment that is free of discrimination, abuse or harassment be given to every patient. Patients are expected to contribute to that environment by being considerate and respectful to staff and other patients; patients who choose not to may be dismissed from the practice.

Grievances may be brought directly to your provider, or be made by first class mail to the clinic address, listed on this brochure. Contact ThriveWell Clinic for a full copy of our grievance policy.

Location and Contact

Location

77 W Washington St
Burns, OR 97720

Phone: 541-573-3000

Fax: 541-797-6158

Hours

Monday 8am—5pm

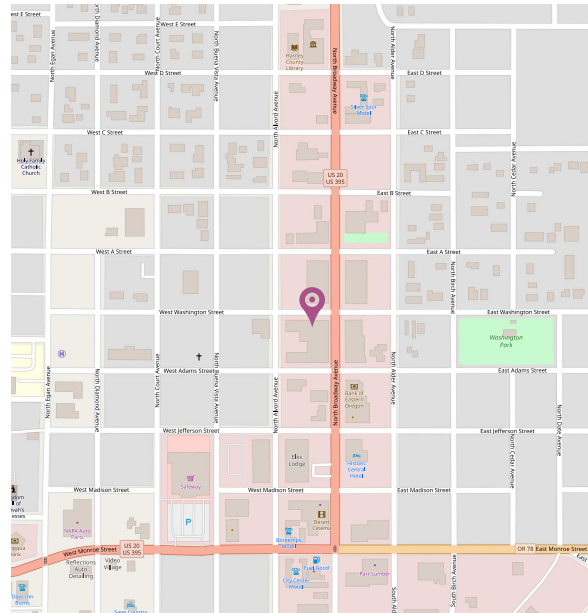
Tuesday 8pm—5pm

Wednesday 8am—5pm

Thursday 8pm—5pm

Friday 8am—12pm

Closed Most Holidays



Welcome to ThriveWell Clinic

This brochure contains important information for new patients of ThriveWell Clinic



ThriveWell Clinic offers a comprehensive patient portal

Go to <https://ThriveWellClinic.com/portal>, or scan the QR code below to sign in to the patient portal.



Enter your email and password to log in to

ThriveWell Clinic

Email address

best_patient@thrivewellclinic.com

Password

••••••

Remember me

Log in

Need to make an appointment?

You can schedule, reschedule, or cancel an appointment anytime through the patient portal.

Access your Medical Records and Test Results

You can access your medical records and test results on the patient portal.

Send a Message to your Doctor

You can send a message directly to your doctor from the portal. Most of the time, you'll receive a response within 24 hours, but in some cases it may take up to two business days.

Pay Your Bill

You can pay your bill any time of day securely and conveniently on the patient portal.

Get After-Hours Help

If you need help after hours, you have lots of options:

- ➔ In most cases, the patient portal is your best choice. It offers self-service for many functions, and the ability to message your doctor for everything else.
- ➔ If you call the clinic after hours, you can leave a message and we'll respond the next business day. You can also be transferred to a 24/7 live nurse triage service.
- ➔ If you are experiencing a medical emergency, please call 911 or go to the emergency room.

Labwork Available

ThriveWell Clinic has partnered with Quest Diagnostics to make labwork available in house.

Even if Another Doctor Ordered the Lab

Valid lab orders are accepted from any physician or facility.



Call Today to Schedule Your Next Lab or Blood Draw

Labs are currently available Tuesday, Wednesday, and Thursday mornings, and require an appointment. Call to schedule your lab any time during business hours, or schedule it from the patient portal.

Dr. Sharon Peterson, previously Dr. King, now offering Tele-Health

Dr. Sharon Peterson is once again serving Harney County residents by offering tele-medicine through ThriveWell Clinic. Call today to schedule an appointment with Dr Peterson.

