



THRIVEWELL CLINIC

NEW PATIENT INFORMATION

DR. SARAH LAIOSA, D.O.
DR. SHARON PETERSON, M.D.
KAITLYN DAVIS, PA-C

WHAT DO I DO BEFORE A VISIT?

Please arrive at least 10 minutes early for your visit, and bring with you a current medication list (or your medication bottles) and your insurance card.

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 notice. Contact ThriveWell Clinic for a full copy of our grievance policy.

WHAT IF I NEED HELP AFTER HOURS?

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

1. 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.
2. If you call the clinic after hours, you can leave a message and we'll respond the next business day.
3. If you call the clinic after hours, you can be transferred to a 24/7 live nurse triage service.
4. If you are experiencing a medical emergency, please call 911 or go to the nearest emergency room.

WHAT IF I NEED LABWORK?

ThriveWell Clinic has partnered with Quest Diagnostics to make labwork available in house. Valid orders are accepted from any provider or facility. Call to get scheduled for your lab services.

WHAT IF I WANT A VIDEO VISIT?

All providers at ThriveWell Clinic offer tele-medicine appointments, but Dr. Sharon Peterson, formally Dr. Sharon King, specializes in video visits and is offering only tele-medicine through ThriveWell Clinic.

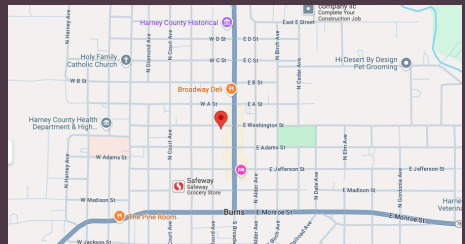
PATIENT PORTAL

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, or to create your account.



WHAT CAN I DO THROUGH THE PATIENT PORTAL?

- SCHEDULE AN APPOINTMENT
- SELF CHECK-IN FOR APPOINTMENTS
- CANCEL OR RESCHEDULE APPOINTMENTS
- ACCESS AND PRINT MEDICAL RECORDS
- RECEIVE TEST RESULTS
- SEND MESSAGES TO YOUR DOCTOR
- PAY YOUR BILL
- UPLOAD NEW INSURANCE



LOCATION
77 W. Washington St.
Burns, OR 97720

Phone: 541-573-3000
Fax: 541-797-6158

HOURS

Monday: 8:00am-5:00pm
Tuesday: 7:00am-6:00pm
Wednesday: 7:00am-6:00pm
Thursday: 7:00am-6:00pm
Friday: 7:00am-6:00pm
Closed Most Holidays



THRIVEWELL CLINIC



love what
you do

MEET OUR STAFF

DR. SARAH LAIOSA, D.O. - BOARD CERTIFIED FAMILY PHYSICIAN
IN PERSON AND TELE-MEDICINE VISITS

- LISA JACOBSON, MEDICAL ASSISTANT / CNA2
- JACKIE SMITH, SCRIBE / MEDICAL TECHNOLOGIST

DR. SHARON PETERSON, M.D. - BOARD CERTIFIED FAMILY PHYSICIAN
TELE-MEDICINE VISITS ONLY

- KATE CLARK, MEDICAL ASSISTANT

KAITLYN DAVIS, PA-C - FAMILY MEDICINE PROVIDER
IN PERSON AND TELE-MEDICINE VISITS

- CHRISTINA ROOZEBOOM, MA / PHLEBOTOMIST

ERIKA DRINKWATER - BILLING & CODING SPECIALIST

KATE CLARK - COMMUNITY HEALTH WORKER