



Clinic Partner FAQ

Common questions from our clinic and pharmacy partners

GritLeanPulse — SJK & Sons LLC

Getting Started

How do my patients get access?

Once your clinic code is active, hand it out however works for your practice — a printed handout, a QR code, or verbally at checkout. Patients enter the code in the app, and they're enrolled immediately.

How do I add more staff to the Clinic Portal?

Anyone at your practice can register their own login at gritleanpulse.com/clinic-portal with your clinic code, their own name, and a PIN they choose. There's no limit on staff accounts.

Pricing & Plans

Can I change tiers later?

Yes. If your patient volume grows past your current tier's cap, contact us to upgrade — we'll help you move to the right tier smoothly, with no interruption to your enrolled patients' access.

What happens if I exceed my patient cap?

We'll notify you and work with you to upgrade to the appropriate tier. Patients already enrolled keep their access while that happens.

What happens if I cancel my subscription?

Your clinic reverts to our free referral model — you pay nothing, and patients who choose to keep using GritLeanPulse move to a standard individual subscription with our usual free trial. Nothing is shut off abruptly for your patients.

What happens to a patient's access if they leave my practice?

Once you deactivate them (or their enrollment lapses), their free access under your plan ends. If they want to keep using the app, they can subscribe individually, with the same free trial any new user gets.

Security & Compliance

Is GritLeanPulse HIPAA compliant?

GritLeanPulse is a consumer wellness app, not a healthcare provider, health plan, or clearinghouse — we're not a HIPAA-covered entity, and we say that plainly rather than imply certification we don't hold. See our Security & Data Privacy Summary for the full detail on how data is actually protected. If your organization needs a signed BAA regardless, reach out and we'll discuss it directly.

How is my patients' data kept secure?

Encrypted at rest and in transit, with row-level security enforced on every database table so data is isolated at the database layer itself. Full detail is in our Security & Data Privacy Summary, available alongside this FAQ.

Can my staff see everything in a patient's account?

No. Your staff only ever see what a patient has actively chosen to share with your practice — never their full private account.

Support

What kind of support do I get?

All partners get email support during normal business hours. Enterprise-tier partners get a one-business-day priority response target and a dedicated onboarding call.

Who do I contact with other questions?

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