



## **Co-Parenting, Separated & Divorced Parents Policy**

We understand that co-parenting and family changes like separation or divorce can be challenging. While we empathize, we focus solely on your child's medical needs. To best advocate for your child, we will remain impartial and not engage in parental disputes. Parents must communicate directly with each other regarding their child's care. Our office will not discuss legal issues or mediate disputes.

Unless court documents state otherwise, our office will presume that parents share joint custody of their children and have equal rights to access medical records and make decisions about their care.

Our office follows all legal orders but requires official documentation to ensure compliance. Custody arrangements must be established through the courts or the Department of Children and Family Services.

**Communication:** We are not responsible for sharing visit information with each parent separately, and we will not contact the non-attending parent after visits. Either parent can access visit summaries in the patient portal, and either parent can access visit details with a signed medical release form. Appointment reminders will be sent only to the primary phone number on file; this automated process cannot be customized per appointment or withheld at a parent's request. All upcoming scheduled appointments are available to view on the patient portal.

Patient portal messaging functions like personal email, although our electronic system does not allow for more than one recipient. We have no ability to change this. Each portal user can only see their own messages. All communication between each portal user and our office staff and providers is confidential and cannot be shared with any other portal user.

**Appointments with Parents:** We accommodate appointment requests from either parent concerned about their child's health. However, appointments will not be scheduled solely for one parent to document their perspective. If this occurs, we reserve the right to deny future requests.

**Billing:** Our contract with your insurance provider requires that copays be collected at the time of service. Payment is expected from the attending parent, and a receipt can be provided.

**Authorized Adults:** Either parent may authorize a non-parent, such as a stepparent, grandparent, or partner, to accompany their child to an appointment. Without legal



documentation stating otherwise, we cannot restrict an authorized adult from attending. The parents are responsible for coordinating who is authorized to accompany the child.

**Disputes:** Our providers and staff will not mediate or participate in disputes between parents. If disagreements interfere with care or disrupt our office, we reserve the right to discharge your family from our practice.

We encourage parents to prioritize their child's well-being. These situations are difficult, but cooperation is essential to support your child's health and emotional needs. Our shared priority is ensuring your child receives the care they need.