



## Policy for Divorced or Separated Parents

Gwinnett Pediatrics and Adolescent Medicine is dedicated to our patients and providing quality care to your child (ren). Children of divorced or separated parents sometimes present our practice with unique challenges; therefore, the following policy has been established to avoid misunderstanding going forward.

1. The providers and office staff will not be put in the middle of domestic issues or disagreements over the phone or in the office.
2. Please make decisions regarding appointments, vaccinating and/or any office procedures **PRIOR** to visiting our practice.
3. “Joint Custody” means that each parent has equal access to the child’s medical records and patient portal. Without a court order, we will not stop either parent from looking at their child’s chart, obtaining test results, or having a patient portal account. If there is a dispute between the parents regarding custody, and a custody agreement has been reached, we will need to see documentation specifying the legal guardian.
4. Only in situations where there is a confirmed, documented Court Order will one of the parent’s be denied access to the minor child’s health records or visits at the office. Gwinnett Pediatrics must have a copy of this Court Order on file in the minor child’s electronic chart.
5. If there is NOT a court order on file with our office, either parent or legal guardian can sign a “Consent to Treat” form that authorizes a named individuals (like grandparents, nannies etc.) to bring your child to our practice, be present during the visit and consent to any treatment during the visit. We will not be involved in any disputes regarding named individuals on the consent forms unless instructed by the court. Either parent or legal guardian can schedule an appointment for their child, be present for the visit and/or obtain a copy of the visit summary. (Subject to medical records fee.)
6. It is both parents’ responsibility to communicate with each other about the patients’ care, office visits dates and any other pertinent information relevant to the patient. **It is not the responsibility of the provider to communicate visits information to each custodial parent separately.** Our providers will not call the non-attending parent following visits. Additionally, we will not call a parent to notify of an appointment scheduled by the other or get in the middle of disagreements with parents calling to cancel appointments scheduled by the other parent. Cancellations of each other’s appointments requests will result in dismissal from the practice.
7. The responsibility of the bill for minors is with the parents or legal guardian. It is our policy to collect payment at the time of service from the parent, guardian or caretaker who brings the child in for the appointment.
8. The parent or guardian who completes the information sheet and signs the assignment and release will be the guarantor regardless of insurance coverage.
9. We reserve the right to charge an administrative fee for copying records should the requests become excessive.
10. Should the issues that come between parents become disruptive to our organization or there is non-compliance with this policy, we reserve the right to discharge the family from the practice.