



**northside
pediatrics**

Divorced/Separated Parents Policy

At Northside Pediatric Associates, our goal is to partner with parents regarding their child's medical needs in a positive manor. We acknowledge that children with divorced or separated parents may present with unique challenges, and we require that parents work with us through those challenges. This policy was developed to avoid future misunderstandings.

- The providers, nurses, office, and billing staff will not be put in the middle of domestic issues or disagreements over the phone or in the office.
- Please make decisions regarding appointments, vaccinations, and/or any office procedures prior to visiting our practice.
- Only in instances where there is a documented court order will one parent be denied access to the minor's medical record or visits at the office. We must have a copy of the court order to attach to the patient's account.
- It is the responsibility of both parents to communicate with each other about the patient's care, office visit dates, and any other pertinent information relevant to the patient. [It is not the responsibility of Northside Pediatric Associates to communicate visit information to each parent separately.]
- Our providers or staff will not call the other parent prior to an appointment to gain consent regarding appointments scheduled, nor will they take a call from the other parent following the appointment. We will not restrict either parent's involvement in the patient's care unless authorized by law; however, we also will not duplicate information delivery unless directed by law. Appointment times and visit summaries can be viewed through our patient portal.
- Our automated system can send upcoming appointment reminders by text and phone call only to the primary phone number listed on the account. If an agreement cannot be made, the parent listed as the guarantor will be given access to this feature.

- All copays, deductibles, coinsurances, and any other fees are due at the time of visit and are the responsibility of the parent accompanying the patient to the appointment. If there is an arrangement between the parents about split payment, it is the responsibility of the parent attending the appointment to collect from the other parent.
- If someone other than parents attend a visit, our staff reserves the right to ask him/her to wait in the waiting room or outside the building to avoid disturbances in the office.