



## Policy for Divorced or Separated Parents

We understand that divorce or separation can be a difficult and unique struggle for families. While navigating these challenges, we believe that divorce, separation and custody agreements should not interfere with a child's medical care. We have developed this policy to continue to provide the best care for your child(ren) throughout this time.

- 1) Please inform the office of any provisions the court has set forth in regard to custody. In the absence of any legal orders, we will assume that both parents have joint custody.
- 2) "Joint custody" means that each parent has equal access to their child's medical records, patient portal, medical decision making and visit access for their minor child. Without a Court Order, we will not stop either parent from accessing medical information, accompanying a child to visits, making medical decisions, or refrain from requested communications.
- 3) Only in cases where there is a confirmed and documented Court Order will one parent be denied the above access. In these cases, Greenwich Pediatric Associates LLC must have a copy of this documentation on file in the patient's chart.
- 4) 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.
- 5) It is the parents' responsibility to communicate with each other about their child's care. This includes appointment times, medical discussions, treatment plans, insurance, and payment. It is not the responsibility of Greenwich Pediatric Associates LLC to communicate information regarding the visit to each custodial parent separately.
- 6) Doctors, nurses, medical assistants, office and billing staff will not be put in the middle of parental disputes over the phone, electronic communication, or in the office.
- 7) We will collect payment at the time of service from the parent, guardian or caretaker who brings the child to the visit.
- 8) If disputes regarding your child's care interfere with our ability to care for your child, or there is non-compliance with this policy, we reserve the right to discharge your family from our practice.