



## **Divorced or Separated Parents**

The practice policy relating to family dynamics clearly outlines expectations regarding GROW's involvement with families who are not residing in the same home, but are sharing in custodial responsibilities. It is our goal to clearly set boundaries related to communication, access to records and appointments, and parental responsibility. Any active court orders must be provided to the practice and will be kept on file in the patient's chart. If there is an instance where a court order limits one parent's access or decision-making ability, it will also be notated in the EMR as an "alert". Outside of exceptions stated by relevant court orders, the following applies;

1. The physicians and staff will not be involved in domestic issues or disagreements over the phone or in the office, and will not serve as an intermediary between parents.
2. Please make decisions regarding appointments, vaccinating and/or any office procedures prior to visiting our practice.
3. Either parent can schedule an appointment for their child, be present for the visit and/or obtain a copy of the visit summary. Both parents are encouraged to register for portal access, where they will have individual logins to their child's singular patient portal.
- 4.. It is both parents' responsibility to communicate with each other about the patients' care, office visit dates and any other pertinent information relevant to the patient. It is not the responsibility of the physician to communicate visit information to each custodial parent separately. Our physicians will not call the non-attending parent following visits. Additionally, we will not call a parent to notify of an appointment scheduled, rescheduled or canceled by the other.
5. 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.
7. 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.