

Divorced/Separated Parents

Office Policies for Goodman Pediatrics

Custody and Your Child's Medical Care:

- Prior to any final legal agreement, both parents have the same rights to copies of the child's medical record unless there is protected information for the minor as determined by New York State law.
- We require legal documentation be presented for entry into the minor's medical record for all court ordered custody agreements.
- A separation agreement, or divorce decree, may grant primary legal custody to one parent, and may (but not always) provide for the non-custodial parent to have access to the medical records of the children.
- In the absence of any legal documentation, both biological parents will have equal access to patient's medical records, within the confines of New York State Privacy Law.
- If access to the minor's medical records has not been granted to the non-custodial parent, consent to release protected health information must be obtained from the parent with legal custody or via a court order before any medical information can be released by the doctor.

Office Appointments:

- Unless restricted by legal documentation **on file in this office**, either parent may schedule or cancel appointments, bring the minor(s) to appointments, and assist in making decisions on the minor's behalf. As such, we recommend that in cases of joint custody both parents attend appointments or communicate with each other beforehand.
- Our office will not call, or notify, a parent in the case that an appointment is scheduled by the other parent.
- Copays, coinsurance and deductibles are to be paid by the parent bringing the child to the appointment at the time of service.
- Goodman Pediatrics uses *Talksoft*, an automated appointment reminder system, for any appointment booked at least 2 days in advance. This system is only capable of sending the reminder call to one phone number or email address.
- The address listed as secondary in a patient's chart is where **all correspondence** will be sent until the patient becomes emancipated. This includes appointment recalls as well as billing. There is only room for one address in our system other than the minor's primary residency address.

Patient Portal Access:

- Our patient portal allows access to portions of the minor's medical record from birth until they turn 12. Access to the portal may be obtained by stopping into the office for activation. Our system does not allow for more than 1 patient representative. Therefore, if both parents are unable to come to a mutual agreement we will not be able to provide portal access to either.
- Portal representative access will only be granted to a legal guardian of the patient

These policies are put in place to protect your children. Please do not ask their doctor or our staff to choose one parent over the other. The minor must feel comfortable and keep the lines of communication open with the doctor. This helps him/her receive the most appropriate treatment possible and fosters an open relationship with the doctor, which can benefit the physical and mental health of the minor.