WESTERN WAKE
PEDIATRICS
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Divorced/Separated Parents Policy Revised June 2022

We at Western Wake Pediatrics understand the challenges that can occur when parenting children in multiple households or blended families. We also understand that separated or divorced parents may have difficulty communicating or getting along for a variety of reasons. **Ultimately, we all have the same goal: taking excellent care of your children so they can enjoy good health.**

We will:

- Keep your children's best health interests at the center of what we do;
- Treat each parent respectfully;
- Make clinical notes available in our patient portal (one account per child);
- Send reminders of upcoming appointments by text, phone, or email to the primary guardian listed in the clinical record (typically the parent who completes and signs the demographics form)

To preserve our provider and staff time to serve children and families of our practice **we will not communicate completed visit information to the custodial parent who did not attend the appointment** outside of the published medical record available in the patient portal.

We request that you:

- Make decisions regarding appointments, vaccinations, and/or any office procedures prior to visiting our practice;
- Communicate with one another about upcoming office visits;
- Consider having the parent not physically attending the visit participate by speakerphone;
- Communicate with one another about the visit itself and any other pertinent information relevant to the health of your children;
- Inform us of any restrictions or requirements about medical decision making and provide us with supporting court documentation.

If you are incapable of doing the above, we require:

- That you share the patient portal username and password (and advise other caregivers of any changes to the password) so that each parent can review the medical record, including visit notes.
- Schedule an appointment if you need to discuss the visit where you were not present. Our providers and staff cannot duplicate a visit without having the appropriate time set aside to do so.

Just as parents sometimes find that it is best to part ways, we reserve the right to discharge a family whose inability to cooperate in the care of their children is disruptive to our clinic and interfering with our ability to care for the child(ren).