



Separated/Divorced Parents Policy

Carolina Pediatrics of the Triad is dedicated to the health and well-being of our patients. Because our patients are children, we rely on parents and other supportive adults to assist us in their care. When parents are separated/divorced, unique challenges present for our practice.

Access:

- Unless there is a court order reflecting otherwise, both parents have the right to access their child's medical information.
- For patients under the age of 12, each parent is permitted their own access to their child's patient portal.
- If there is a court order in place restricting one parent's role, it is the responsibility of the other parent to provide our office with a copy.

Communication:

- CPTriad will communicate all medical information to the parent present at the visit. The parent present at the visit is expected to communicate all medical information to the other parent. Our practice will not call the other parent to relay the details of the visit.
- The parent present at the visit will be the parent consenting to treatment, immunizations, and testing. Our practice will not call the other parent not present to obtain consent to treatment or testing.
- Each parent with patient portal access will receive appointment reminders. Pre-registration appointment reminders sent via Phreesia can only be sent to one parent and should be sent to the parent attending the appointment.

Financial Responsibility:

- The parent/guardian bringing the child to the visit is the parent consenting to treatment. Therefore, they are financially responsible for any charges incurred that day.
- Payment is due at the time of service.
- Our staff will not attempt to collect payment from or bill a parent who was not present at the visit.
- If financial responsibility of medical expenses is dictated in your custody order or divorce decree, it is your responsibility to attempt to collect payment from that parent.
- If your account goes unpaid after 120 days due to a financial dispute between parents, your account will be turned over to collections and the patient-physician relationship will be terminated.
- The parent/guardian requesting the completion of a form or letter is responsible for the form/letter fee.

Other scenarios that are not in the best interest of your child and will not be tolerated:

- One parent making appointments and the other canceling them.
- A parent who asks us to say or write negative things about the other parent.
- Natural parents who are unable to agree to consent to treatment and allowing our practice to be brought into a domestic situation.
- Any other behaviors which interfere with our ability to provide excellent medical care to all our patients.

Should the issues that come between parents become disruptive to our organization or there is non-compliance with this policy, we will immediately terminate the patient/physician relationship.

If this policy presents a problem for either parent, we will terminate the patient/physician relationship.

Nondiscrimination statement: Carolina Pediatrics of the Triad, PA complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 336.574.4280.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 336.574.4280