

Policy for Separated Parents or Custody Concerns

Pediatric Ophthalmology & Adult Strabismus, Inc. is dedicated to our patients and providing quality medical care to your child(ren). Children of divorced or separated parents may present our practice with unique circumstances; therefore, the following policy has been established to avoid misunderstandings. The doctors and office staff will not be put in the middle of issues or disagreements over the phone or in the office.

1. Please make decisions regarding appointments, treatments, surgeries and/or any procedures **prior** to visiting our practice.
2. "Joint Custody" means that each parent has equal access to the child's medical records. Without a court order, we will not stop either parent from looking at their child's exam history or obtaining test results. If there is a dispute regarding access, we will need a copy of the documentation specifying the legal guardian.
3. Only in situations where there is a confirmed, documented **Court Order** will any parent be denied access to the minor child's health records or visits at the office. Pediatric Ophthalmology & Adult Strabismus, Inc. must have a copy of this Court Order on file; please bring this with you to the next appointment.
4. If there is not a court order on file with our office, either parent or legal guardian can sign a "Consent to Treat" form that authorizes any named individuals (like grandparents, nannies etc.) to bring the child to our practice, be present during the visit, and consent to treatment during that visit. We will not be involved in any disputes regarding named individuals on the consent forms unless instructed by the court. Either parent or legal guardian can schedule an appointment for their child, be present for the visit, and/or obtain a copy of the exam upon request.
5. It is the parents' responsibility to communicate with each other about the child's care, office visit dates, and any other pertinent information relevant to the patient. It is not the responsibility of the doctors or staff to communicate visit information to each custodial parent separately. Our doctors and staff **will not** call the non-attending parent following visits. Additionally, we will not call a parent to notify of an appointment scheduled by the other.
6. The financial responsibility 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. If this contradicts an agreement you have made with a co-parent, our policy will supersede. Please provide payment at the time of service, and work with the other parent or legal guardian for reimbursement.
7. The parent or guardian who completes the information sheet and signs the assignment and release will be the guarantor regardless of who carries the insurance coverage.
8. Should any disagreements between parents become disruptive to our organization, or there is non-compliance with this policy; we reserve the right to discharge the patient and/or family from the practice.