

Divorced/Separated Parents Policy

At Concord Pediatrics, we support and care for each patient individually and as part of a family. Our goal is to support each child during and after parents separate. This policy was developed to avoid any misunderstandings going forward.

1. Court documentation of guardianship, custody and or limitations to releasing information must be on file at Concord Pediatrics PA. We do not take sides, nor do we take verbal claims limiting care or releasing information.
2. Our providers and staff are here for patient care and will not be put in the middle of domestic issues or disagreements over the phone or in the office.
3. Please make decisions regarding appointments, vaccinations, and/or any office procedures prior to visiting our practice.
4. It is both parents' responsibility to communicate with each other about the patient's care, office visit dates, and any other pertinent information relevant to the patient. Concord Pediatrics PA and its staff will not be responsible for gaining consent nor informing the other parent of the visit information. We will not restrict either parent's involvement in the patient's care unless authorized by law; however, we also will not duplicate information delivery unless directed by law.
5. We will send reminders of upcoming appointments by text and/or phone call. We can send this reminder to only the primary phone number listed on the patient's account. The parent or guardian that completes and signs our new patient packet will be the chart guarantor and therefore receive these reminders, unless otherwise directed by legal documentation.
6. All copays, deductibles, coinsurances, and any other fees are due at the time of the visit and are the responsibility of the parent accompanying the patient to the appointment. If there is an arrangement between the parents about split payment, it is the responsibility of the parent attending the appointment to collect from the other parent.
7. Should the issues that come between parents become disruptive to our practice or there is non-compliance with this policy, we reserve the right to discharge the family from our practice.