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DIVORCED OR SEPARATED PARENTS: OFFICE POLICIES

ELMWOOD PEDIATRIC GROUP IS DEDICATED TO THE HEALTH AND WELL-BEING OF OUR PATIENTS AND FAMILIES.

CUSTODIAL PARENT & CUSTODY AGREEMENTS: We require legal documentation be submitted for all court ordered custody agreements. If we do not have an up-to-date custody agreement on file, both biological parents have equal access to the patients' medical record, including the ability to schedule or cancel appointments, bring the patient to appointments and assist in making medical decisions.

If parents have joint custody, we ask that *both* parents complete a HIPAA form, specifying who Elmwood Pediatric Group is authorized to communicate with regarding your child's medical care.

NOTIFICATION OF PRE-BOOKED OFFICE APPOINTMENTS: Unless otherwise stated in the custody agreement on file in the patients' chart, either parent may call the office at any time to ask if any appointments are scheduled for the patient. Our office will not call or notify one parent when an appointment is scheduled by the other parent.

Our office uses automated reminder calls for appointments booked at least 3 days in advance. Our system is only capable of sending a reminder call to one phone number.

ACCESS TO THE PATIENT PORTAL: Our patient portal allows electronic access to portions of the medical record. A consent form must be completed before a patient's portal account can be activated. Our electronic medical record system does not allow for more than 1 username or password. Therefore, if unable to come to a mutual agreement, we cannot provide either parent access to the patient portal.

Thank you for choosing Elmwood Pediatric Group. We look forward to caring for your family for many years to come!

Sincerely,

The staff and providers at Elmwood Pediatric Group