



Dear Parents,

At Pediatric Associates of Mt Carmel, we understand that separation can be a challenging situation for families. Our primary focus is to provide quality clinical care to your child in a supportive and compassionate environment.

When it comes to legal orders regarding custody decisions, we will work closely with parents to ensure that we comply with those orders. We recognize the importance of following legal guidelines and will do our best to facilitate communication and cooperation between parents in accordance with these orders. It is important to note that we are unable to restrict communication with any parent without proper documentation from the court or the Child protective services (CPS). We must adhere to legal requirements and guidelines to ensure the safety and well-being of all parties involved.

In cases where there are no specific legal orders in place either parent has authority to provide consent for medical care. We expect both parents to communicate with each other regarding appointment scheduling, insurance matters, and any changes in medical care or treatment plans. This includes discussing and agreeing upon important medical decisions related to the child's health, such as mental health appointments, medications, or other significant medical interventions. We expect both parents to cooperate with each other in the best interest of the child. Our providers and staff will not get involved in disputes between parents. We ask that both parents reach an agreement regarding major health decisions before visiting the office as we will not mediate disagreements. If either parent requires additional information regarding their child's appointment, it is necessary to schedule an appointment with the provider.

We understand the importance of maintaining clear financial responsibilities during a separation. Copays are required to be collected at the time of service by the parent accompanying the child. If the court agreement states that the other parent is responsible for copayments, it remains the responsibility of the accompanying parent to make the payment during the visit and seek reimbursement from the responsible parent. We would be happy to provide a receipt which can be used as documentation for the accompanying parent to request reimbursement from the responsible parent as outlined in the court agreement. If you have any further questions or require assistance regarding copayments or receipts, please feel free to let us know. We are here to help.

We appreciate your understanding and cooperation in adhering to this policy, as it helps us maintain a smooth and efficient healthcare experience for all parties involved.

Sincerely,

Pediatric Associates of Mt Carmel