



DIVORCED OR SEPARATED PARENTS
OFFICE POLICY

Patient Name: _____ **Date of Birth:** _____

PANORAMA 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 Panorama 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 the other parent schedules an appointment. 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. Our electronic medical record system does not allow for more than 1 username or password. Once the Patient Portal is activated, it is the parent/guardian’s responsibility to share this username and password with those who have rights to access the child’s healthcare information. Should access to the account be misused or there is proof of unreasonable denial to the portal to a parent/guardian with shared healthcare access and decision-making, Panorama Pediatric Group reserves the right to lock or shut down access to the Portal.

12 years of age and thereafter is a suitable time for kids to start taking a more active role in their healthcare. In support of The Cures Act, we provide patients with better access to their own electronic medical record. New York State requires consent from patients 12 years and older before sharing confidential medical information. Our goal is to help transition our teens into taking charge of their own health and medical record at this age, therefore, the child’s portal account will be reset. Activation information is then provided to the patient (child). To renew access to the Patient Portal, and allow access to anyone other than the patient, a specific document will need to be reviewed and signed.

Panorama Pediatric Group is committed to working with our families to ensure complete access to health-related information to support the patient’s wellbeing. To do this, we ask that our parents communicate directly with one another to ensure both parties have the needed information and resources to care for the child while the child is with them. In the case of divorced or separated parents, we cannot be the intermediary for care appointments, decisions, and planning for your child. We ask that you communicate directly with one another.

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

I have read and understand the above information and am agreeable to these terms.

Printed Name Signature Date

Printed Name Signature Date