



# JMA Pediatrics

Jeffers, Mann & Artman

## Divorced & Separated Parents Policy

### Our Shared Goal & Your Child's Health:

Co-parenting across different households can bring unique communication challenges. At Jeffers, Mann, and Artman Pediatrics, we want to team up with you to keep your children healthy and happy. To ensure smooth, high-quality care, we use the guidelines below to partner with your family.

### What You Can Expect From Us

- **Child-First Focus:** We always put your child's health and well-being at the heart of our decisions.
- **Respectful Support:** We treat every parent and guardian with equal dignity and respect.
- **Shared Health Records:** We post all clinical visit notes to our secure patient portal (one portal account per child).
- **Appointment Reminders:** We send text, phone, or email reminders directly to the primary guardian listed in our records.

**Note on Communication:** To keep our team focused on patient care, we are unable to call or email separate visit summaries to a co-parent who did not attend the appointment. Instead, all detailed visit information is instantly accessible to both parents through the online patient portal.

### How You Can Help Us

To give your child the best possible care, we kindly ask you to:

- **Plan Ahead:** Agree on appointments, vaccines, and procedures before coming to the office.
- **Keep Each Other Informed:** Communicate together about upcoming visits and scheduling.
- **Include the Other Parent:** Consider putting a parent who cannot physically attend on speakerphone during the visit.
- **Share Updates:** Touch base with each other after the appointment to share important health details.
- **Provide Legal Documents:** Inform us of any legal restrictions regarding medical decision-making and provide standard court documentation for our files.

### Back-Up Options For Shared Communication

If direct communication between co-parents is difficult or not possible, we request that you:

- **Share Portal Access:** Share the patient portal username and password with each other so both parents can log in, view visit notes, and review the medical history.
- **Book a Separate Consultation:** Schedule an appointment with our team if you need to discuss a visit you missed. Because our time is focused on scheduled patients, we cannot repeat or duplicate a medical visit without an appointment.

### A Gentle Reminder

Our primary mission is to provide an excellent, peaceful care environment for your child. If high conflict or uncooperative behavior becomes disruptive to our staff or interferes with our ability to care for your child safely, we reserve the right to discharge the family from our practice.