



Supporting Families Across Multiple Households

Our Shared Goal & Your Child's Health:

Every family is unique, and we recognize that children may have parents or guardians living in separate households. At Jeffers, Mann, and Artman Pediatrics (JMA Pediatrics), our priority is to provide compassionate, high-quality care while maintaining respectful, clear communication with all families. We maintain a **zero-tolerance** policy for aggressive, threatening, abusive, or disruptive behavior. If conflict or uncooperative behavior interferes with our ability to provide safe, effective care or disrupts our staff, we reserve the right to dismiss the family from our practice.

What You Can Expect From Us

- **Child-First Focus:** Your child's health, safety, and well-being are always our top priority.
- **Respectful Care:** We treat all parents and legal guardians with dignity, professionalism, and respect.
- **Shared Medical Records:** Clinical visit summaries and medical records are available through our secure FollowMyHealth patient portal.
- **Individual Portal Access:** Each parent or legal guardian may create their own FollowMyHealth account to securely access their child's medical information, when permitted by law.
- **Appointment Reminders:** Appointment reminders are sent by text, phone, or email to the primary guardian listed in our records.

Note on Communication: To allow our clinical team to remain focused on patient care, we are unable to provide separate phone calls, emails, or text messages to each parent following an appointment. Visit summaries, provider notes, and other clinical information are available through each parent's individual FollowMyHealth account.

How You Can Help Us

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

- Discuss appointments, vaccines, and medical decisions in advance whenever possible.
- Keep your contact information current.
- Notify our office of any legal restrictions regarding medical decision-making and provide applicable court documentation for your child's medical record.
 - If no written communication regarding access to health information is provided, JMA will adhere to the most recent written communication on file.
- If a parent cannot attend an appointment, you may consider including them by speakerphone during the visit when appropriate.

If Communication Between Co-Parents Is Difficult

If communication between parents is limited or not possible, each parent may access available medical information through their own FollowMyHealth account. If additional discussion with a provider is needed regarding a missed visit, a separate appointment may be scheduled. To ensure our providers remain available for scheduled patient care, we are unable to repeat or recreate office visits outside of an appointment.

Signature: _____

Date: _____