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Children With Two Homes Policy

As a courtesy for our families, we use an automated message reminder. We do our very best to ensure that the reminders go to the correct party, but the system does not always get it right. Our expectation is that each party respects their court order and communicates appointment reminders in a timely manner.

As we are a medical facility, we may ask who has brought the patient to their appointment. This typically happens at the beginning of the appointment, and we do our best to update this part of the record if a party arrives after the start of the appointment. If you are arriving after the start of an appointment, please be sure to ask the physician or nurse to update the record to reflect that you were present.

We take great responsibility in caring for your children, and in return appreciate being compensated in a timely manner. Please have your child's insurance card ready for their appointment, even if you are not the parent that carries the insurance. Please discuss your insurance, payment structures, and how payment will be submitted with the other party. We do not have the capability to handle such matters in our office.

We have a great patient portal and encourage engaging it when records are needed. Most appointments will be available on the portal, and often you can document who was present while also providing these records to a third party if needed.

We care about your children and your family. Navigating these things can be tricky, but we hope to make the smoothest transition possible.