

Tri-County Pediatric Associates, P.C.

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Policy for Divorced, Separated, and Unmarried Parents

Tri-County Pediatric Associates is dedicated to the medical, psychological, and emotional health and well-being of our patients. Because our patients are children, we rely on parents and other supportive adults to assist us in their care. Children of divorced, separated parents or unmarried parents at times present our practice with unique challenges. We want to work cooperatively with both parents in accordance with any legal orders in place.

Please decide about medical care, including vaccinations, medications, and other treatments before visiting our practice. We will make recommendations but will not become party to disagreements or take sides in care; we will treat your child in their best interest.

Please provide us with documentation of your court-ordered or court-approved custody arrangement. If you do not provide us with such documentation, we will assume that you share legal custody.

Either parent or legal guardian will be able to schedule an appointment for their child; be present for the visit; give consent to treatment, including vaccinations and other medical care; authorize other adults such as grandparents or babysitters to bring the child to a sick medical appointment; and will have access to Patient Gateway and medical records within privacy constraints and Massachusetts law.

It is not the responsibility of the provider to update each parent separately. Our providers will not call a non-attending parent after visits, nor will they seek consent from a non-attending parent unless legally required.

Our reminder system allows only one parent to receive appointment reminders. If both parents have legal custody without restrictions, each parent can and should sign up independently to the Patient Gateway. This will allow you to see appointment information and other pertinent information.

Copayments are due at the time of service from the parent accompanying the child. If a court agreement assigns copayment responsibility to the other parent, it is still the responsibility of the accompanying parent to pay at the time of the visit and seek reimbursement from the other parent.

We cannot allow situations to occur that are not in the best interest of your child. The following will not be tolerated:

- One parent makes appointments, and the other one cancels them.
- A parent who asks us to write or say negative things about the other parent.
- Parents who fight or create conflict while in the office.
- Changing demographics, email address or portal username/password without notifying the other parent
- Any other behaviors which interfere with our ability to provide medical care.

Our providers and staff will not engage in disputes between parents. Should the issues that come between parents or legal guardians become disruptive to our practice or impede our ability to provide care for your child, we reserve the right to discharge your family from the practice.

Effective 12/1/2024