



Garden Pediatrics Policy for Mixed Family Environments

Every member of our team, from the health providers to the rest of the staff, enjoys and values the role we have in helping take care of your child. Garden Pediatrics delivers care to a wide variety of mixed family structures. And at times, communication can be challenging. In all cases, it is important that you clearly understand how care will be coordinated for your child as well as understanding the resources Garden Pediatrics makes available to you.

Garden Pediatrics recognizes we will never have the resources required to validate the ever-changing environment of court orders and custody changes often occurring with separated parents. Instead, we focus our energy and resources on delivering the best possible care for your child. To provide that care, there are several scenarios that frequently arise, as follows:

Visit Information

We often receive requests for information delivered during past visits when the other parent was present, for example, or about when the next visit is scheduled. This information and much more is available through our patient portal. Please visit our website for more information or contact us if you need assistance.

Disagreements Between Parents

It is the job of the doctors and nurse practitioners at Garden Pediatrics to take care of your child. We are concerned with her or his physical, mental and emotional health. If we need to meet jointly with both parents, we respectfully ask that this concession is made. We are not trained to, nor do we have the resources to, mediate or be messengers in communication. As stated above, past visits are available to both parents (with unique sign-ins) via our patient portal. Providers are not able to call a parent after visits with the other parent.

Additional Visits

We often receive requests for multiple visit requests for the same type of visit to accommodate different parental needs. Garden Pediatrics will accommodate as many visit requests as we are able. However, please realize the most insurance carriers will only pay for one visit of a



particular type. Therefore, additional visits will become the responsibility of the patient family and will be due at the time service is rendered if it is not covered by your insurance. To conserve your resources and ours, we recommend visiting the patient portal where critical care information can be found, such as patient handouts for the visit, visit Exit Notes, and upcoming appointment information.

What if I have additional questions or concerns?

If you are uncertain or unclear about any of this information, please contact us at 909-792-8866, extension 1 or email info@gardenpediatrics.com. We will respond to your inquiry as soon as able. Parents and other guardians can register for the Garden Pediatrics patient portal by visiting our website and searching for Patient Portal.