



Chestnut Hill Pediatrics
Boston Children's
Primary Care Alliance



25 Boylston Street, Suite 112, Chestnut Hill, MA 02467
617-277-2541 | fax 617-232-9376 | chestnuthillpeds.com

We understand your family is going through a difficult separation. At Chestnut Hill Pediatrics, our highest priority is the care of our patients. It is our intent to work cooperatively with parents in accordance with any legal orders that are in place.

Custody: Custody decisions are made between parents with the help of the courts or the Department of Children and Families. In order to avoid any confusion for our staff, and to make sure we are managing your child's care appropriately, we require legal documentation of any provisions the court has set forth regarding custody and communication with our office. Only in situations where there is a confirmed, documented Court Order, will a parent be denied access to their minor child's health records or visits at the office. In the absence of legal orders, we expect that both parents will cooperate with each other in the best interest of the child.

Communication: We ask that both parents reach an agreement regarding major health decisions before visiting the office, as we will not mediate disagreements. We expect parents to communicate with each other regarding appointment scheduling, insurance, and any changes in medical care or treatment plans. It is not the responsibility of the provider to communicate visit information to each custodial parent separately. Our providers **will not** call the non-attending parent following visits. Additionally, we will not call the other parent for consent regarding appointments. We are unable to restrict communication with any parent without court documentation or documentation from the Department of Children and Families.

Billing: Copays will be collected at the time of service by the parent accompanying the child. If the court agreement states the other parent is responsible for copayments, it is the accompanying parent's responsibility to pay at the time of the visit and collect reimbursement from the responsible parent. We will be happy to provide a receipt.

Disputes: The providers and staff will not get involved in disputes between parents. If disputes regarding your child's medical care interfere with our ability to care for your child, we reserve the right to ask you to transfer care to another practice.

Separation is hard on children and families. Please remember that your cooperation with each other is very important to your child's mental and physical health.

Thank you for your cooperation in this matter.