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Custodial Neutral Clinic Policy

Purpose:

To ensure that all children receive high-quality medical care in a safe, supportive environment regardless of their family circumstances, The Kids Clinic maintains a strictly neutral position in all custodial and legal guardianship matters. This policy outlines our practices to ensure fair, consistent care while protecting patient privacy and complying with all applicable laws.

Policy Statement:

The Kids Clinic does not take sides in any custodial disputes between parents, guardians, or other involved parties. Our primary responsibility is to the health and well-being of the child. We are committed to treating all parties respectfully and equitably while operating in compliance with court orders and legal documentation related to custody and decision-making authority.

Policy Guidelines

1. Legal Documentation

- Parents and guardians must provide current legal documentation outlining custody arrangements, including any court orders affecting healthcare decision-making.
- In the absence of documentation to the contrary, we will assume that both parents share joint legal custody and have equal rights to access medical information and participate in the child's care.

2. Access to Medical Records

- Both parents or legal guardians will have equal access to the child's medical records unless a court order expressly prohibits such access.
- A copy of any legal restriction must be submitted to the office and kept on file.

3. Appointment Scheduling and Attendance

- Either parent or legal guardian may schedule and attend appointments unless legally restricted.
- Office staff will not restrict access to appointments or prevent a parent from attending without a valid legal order.

4. Neutral Communication and Responsibility for Information Sharing

- We will not act as intermediaries between parents or guardians. Communication about the child's health, appointments, or billing is the responsibility of the adults involved.
- We **will not make special arrangements** outside of our standard procedures to relay information about:
 - Appointment scheduling or changes
 - Healthcare provided or treatment outcomes
 - Billing matters, account balances, or insurance issues
- All parties are encouraged to use the patient portal to access health records, appointment details, and communication with our office.
- It is the responsibility of each parent or guardian to coordinate with one another regarding the child's care.

5. Behavior and Disputes

- In-office disputes or confrontational behavior between adults will not be tolerated. If such situations arise, the visit may be ended and rescheduled for the safety and well-being of the child and staff.
- Repeated incidents of disruptive behavior may result in termination of care in accordance with our patient dismissal policy.

6. Court Orders and Legal Requests

- All legal documents, including custody agreements and restraining orders, must be officially issued and submitted in writing. Verbal claims or unofficial copies will not be accepted.
 - Requests for documentation related to legal proceedings will only be fulfilled if required by law or in response to a valid subpoena or court order. The practice reserves the right to consult legal counsel when appropriate.
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Review and Updates:

This policy will be reviewed annually or as needed based on changes in the law or operational procedures.

Effective Date: May 13, 2011 r. May 2024 r. April 2025

Approved by: Jen Ash, Practice Administrator