



SEPARATED AND DIVORCED FAMILIES

Our goal at Infinity Pediatrics is to provide the best possible medical care for your child. We want to ensure that all caregivers are involved and informed when it comes to the health of the child. This can be a particular challenge when parents/caregivers are not living within the same household.

220-5010 Richard Rd SW
Calgary, AB T3E 6L1

P: 403 727 5055
F: 403 727 5011

info@infinitypediatrics.ca
www.infinitypediatrics.ca

Below is some important information regarding office policies:

- **Appointment booking:** if one parent books an appointment, it is their responsibility to inform the other parent of the upcoming appointment.
- **Appointment reminders:** our office will only be sending one reminder email to the preferred email on file, it is the responsibility of the parent receiving this email to pass along this information.
- **Attending appointments:** we encourage both parents to attend appointments (either in person, or one parent by phone) so that the information can be provided to both caregivers at the same time. Our pediatricians will not be booking separate appointments for parents. If parents are unable to attend together, we encourage alternating which caregiver accompanies the child to their appointment. If only one parent attends the appointment, it is their responsibility to communicate information regarding diagnosis and treatment plan to the other parent.
- **Medical records:** unless otherwise stated in legal documents, both parents have access to their child's medical record.
- **Legal documents:** we may request copies of pertinent legal documents (custody arrangements, etc) to ensure our staff know who can provide consent, attend medical appointments, and have access to the medical record.
- **Relationships:** we recognize that co-parents may have difficult relationships with differing opinions on parenting and medical treatment, challenges with communication, and a hard time with scheduling. While we strive to support families, it is not the role of the pediatrician or office staff to mediate these difficulties. It is the expectation that co-parents treat each other and the Infinity staff with kindness and respect.