



CLINIC POLICIES (REVISED SEPTEMBER 1st 2025)

- 1) Just Functional Pediatrics is a medical practice under the supervision of Dr. Sudhir D'Souza.
- 2) Just Functional Pediatrics solely provides care for individuals until the age of 17 years, 364 days. Allied health services are provided to all ages at the discretion of the practitioner according to the rules and regulations of their College.
- 3) Just Functional Pediatrics is a Referral-only practice. Source of referral for the medical practice must be a registered Primary Care Provider.
- 4) Out of respect to Allied Health Professionals, Educators and Child Support Workers, Just Functional Pediatrics will review all requests for services. If the child has a e Primary Care Practitioner, a letter is sent to inform them and request their acknowledgement and ideally, their consent.
- 5) Just Functional Pediatrics has a zero-tolerance policy for abuse and inappropriate behaviour. Any parent/guardian behaving inappropriately will be asked to leave and the referral closed or following our acceptance of an apology and acknowledgement of the inappropriate behaviour, continue to have their child seen in the clinic.
- 6) If there is a clear role for us to play, physicians associated with Just Functional Pediatrics (Medical) will usually provide 3 visits for all new referrals. This is sufficient to address the questions posed by the referring physician. If we feel if the concerns are not within our scope of practice, we reserve the right to close after a single visit. If our services are not a value add or are duplicated by other consultants, the referral is closed and the patient returned to the referring physician. **REFERRALS ARE NOT ACCEPTED FOR ONGOING CARE AND WILL BE RETURNED TO THE REFERRING PHYSICIAN.**
- 7) Just Functional Pediatrics aims to see all referrals promptly. If we do not hear from a guardian or parent within 30 days of receipt of the referral and our first contact or the last follow up, the referral is closed and returned to the referring Primary Care Provider.
- 8) Just Functional Pediatrics (Medical) does not charge for non-attendance or failure to cancel an appointment 24 hrs in advance. Calls are placed consistently between 24-72 hrs prior to an appointment to ensure the opportunity to cancel or rebook. Missing appointments is disrespectful to others in on our care because it restricts our ability to provide care for these individuals. Non-attendance or failure to reschedule or cancel an appointment 24 hrs in advance results in closure of the referral.
- 9) Just Functional Pediatrics provides the option for parents and guardians to contact us by email or SMS for medical issues. Parents must acknowledge the risk to sharing information associated with this format and should indicate if they do not wish to make use of this method of communication. This is an optional service provided at the discretion of the staff and the physician/allied health professional. It is to be used for appropriate, respectful discourse about ongoing concerns and issues related to the children in our care. Inappropriate use of the service by any caregiver will result in termination of their access without warning or discussion.

- 10) Just Functional Pediatrics practitioners and staff will not provide any information to any individual without the written permission of the custodial parents or identified decision-maker. This includes extended family members, friends, school and school board personnel, and other community professionals.
- 11) Just Functional Pediatrics professionals will seek to identify every adult in the room with the child and will ask if the custodial parent wishes to have that person remain in the room for the medical discussion.
- 12) Just Functional Pediatrics requires all parents and guardians with Custodial Agreements to:
 - a. Provide copies to our office.
 - b. Identify clearly which adults involved with the child may access their medical information and provide signed consents to this effect.
 - c. In joint custodial arrangements where both parents and/or guardians are entitled to participate in the medical care of our patient, please understand the following rules of conduct and contact among parents/guardians and our office:
 - i. Just Functional Pediatrics is the provider of medical care for the child. As such, we are neutral in all custodial discussions, conflicts and disagreements, subject only to addressing any impact of parental dynamics on the health of the child. We do not offer opinions regarding custody and access disagreements.
 - ii. Guardians and custodial parents are asked to be respectful in how they speak about the other parents in any communications with our office.
 - iii. Just Functional Pediatrics will act on concerns regarding abuse or neglect of the patient, including reporting to the appropriate community agencies and making referrals for any necessary intervention and treatment.
 - iv. Just Functional Pediatrics will share information on the child directly with the custodial parent attending the appointment, who will be expected to communicate with the other custodial parent and/or authorized partners or guardians involved in their care. We will not communicate or try to coordinate the attendance of both parents/guardians for any appointment.
 - v. In the event of a conflict between parents/guardians regarding treatment decisions, appointment scheduling or access to medical information, Just Functional Pediatrics' professionals at their discretion may make themselves available to meet with the parent/guardian separately or together to review the arrangements in place for the provision of the patient's medical care. This is neither preferred nor routinely supported.
 - vi. If one parent/guardian wishes to meet with a Just Functional Pediatrics physician to discuss an issue relating to the patient's health/medical, this meeting will be offered as authorized by the custodial arrangements in place for the child. Notes from this meeting will be entered into the chart. The role of this meeting is to address the child's medical issue or health and not mediate the conflict between the caregivers.

vii. All emails and other communications are entered into the chart and may be provided to all legal guardians.

viii. Notwithstanding the above, if the child-patient has the capacity to provide consent, the Just Functional Pediatrics will first seek the consent of the patient before any disclosure regarding the child is made to either parent/guardian.

13) Just Functional Pediatrics is a vaccine responsible practice. The immunizations for all patients referred to the practice are routinely provided by the referring practitioner. To protect our patient population, if possible, all unimmunized child-patients are provided special appointments off-hours to minimize exposure to others.

14) To the best of our knowledge, WE ARE NOT AN ESSENTIAL SERVICE. Just Functional Pediatrics adheres to the rules set out by Public Health and the identified best practices for the safety for all. This includes mandates related to masking, recognizing that legitimate medical exemptions may occur. Completed Covid-19 questionnaires provided must be completed within 24 hrs of the appointment for the child-patient and every person accompanying them to the clinic. To ensure the safety of those too young to be vaccinated, who are medically exempt from vaccination, and those who cannot safely or reliably remain masked, the Covid-19 vaccine status of all individuals accompanying the child-patient must be provided prior to scheduling an appointment. Wherever possible, child-patients with unvaccinated guardians/parents will be provided with the option of a videoconference or teleconference appointment. At the discretion of the individual practitioner to accept the inherent risk of exposure, child-patients with unvaccinated guardians/parents may be offered in person appointments off hours to minimize the exposure to other individuals and staff. If the above options are unacceptable, the referral is closed and returned to the referring care provider.

15) Just Functional Pediatrics reserves the right to dismiss the patient from this practice where a parent/guardian either refuses or cannot accept these policies and boundaries. In this instance a good-faith attempt will be made to recommend to the referring care provider other options in the community.

Signed in London, Ontario to acknowledge receipt.

Parent(s)/Guardian(s) Name:

Date: