

WHAT'S HAPPENING at Century-Airport Pediatrics at Caritas

SPRING/SUMMER 2017 2625 Harlem Rd., Suite 210 • Cheektowaga, NY 14225
 Phone: 893-7337 • Sick: 893-7425 • Fax: 893-7699



OUR STAFF

**** WELCOME NEW STAFF FROM KIDSALLIANCE PEDIATRICS ****

Dr. 'TONY' Vetrano Dr. 'JOSEY' Welliver Dr. 'JEN' Roller

Dr. 'LAURIE' Kasnicki Dr. 'TED' Andrews Dr. 'BARB' Stouter*

Nurse Practitioners (P.N.P.)ELENA W., JAMIE K., CHRISTINA M.,
DEBORAH F. (NEWBORNS/LACTATION)
 Nurses Amy R., Amanda S., Amanda L.*, Christina B.,
Jennifer H., Karen N.*, Liz R., Melissa S.*, Mike L.*
 Medical Assistants Lisa S., Janesa G.
 Reception Elaine V., Heather M., Jean L., Diane B.,
Stephanie B., Chelsea C., April T.*, Renee T.
 Billing Coordinators Colleen B., Liz K., Jackie C.*
 Office Manager Kim W.

WEBSITE/PORTAL/MEDICAL HOME (EXCITING CHANGES!)

WWW.CENTURY-AIRPORTPEDIATRICS.COM

Our PATIENT PORTAL is available through our WEBSITE. It should allow parents and patients to VIEW PERSONAL INFORMATION about upcoming scheduled appointments, recent medications prescribed, and recent laboratory results. REQUESTING APPOINTMENTS AND FORMS, [AND NOW PRESCRIPTION REFILLS] can also be done through the PORTAL. After completing the 'ENROLLMENT PROCESS', the health record can be accessed with a password created by the parent or patient. Check the Website for further information.

WE ARE NOW MAKING THE PORTAL A MORE INTERACTIVE PROCESS for our families, by responding to general questions about scheduling, and/or patient information that exists on the portal for each patient.

This will allow our practice to move further toward a true PATIENT CENTERED MEDICAL HOME, which focuses on better care and services for each patient. The Portal provides another way for our practice to effectively and conveniently communicate with our patients, in a 'very secure' way. See our website for further information.

Our WEBSITE remains updated, but is NOT an interactive communication tool, except through the Portal.

HEALTH INSURANCE BILLING ISSUES

We have always billed standard fees as recommended by health insurers for our services provided. These fees include additional charges for evening and weekend sick visits. With more patients enrolled in plans that have deductibles or savings accounts, there is a need to explain these fees as customary in the community. Our practice has always excelled at keeping costs to a minimum, as we try to spend extra time at office visits and more time on phone advice and written medical information. We always want to help our families with AFTER HOUR DECISIONS by encouraging a phone call before a child is taken to an emergency room or Urgent Care.

OFFICE HOURS & AFTER HOURS

We begin seeing sick patients at 8:30 a.m. weekdays

Monday through Thursday 8am-7:30pm

Friday 8am-6:30pm

Saturday 8am-2:30pm

Sunday (sick calls only) 10am-12:30pm

Late in the day sick appointments and Sunday appointments are prioritized by illness for sick children that same day.

BEHAVIORAL HEALTH/MENTAL HEALTH

We will miss the on-site presence of Dr. James Butters (psychologist), and Debbie Jacobi (Nurse Practitioner).

While they will no longer be at our office, we have been very fortunate to add a new child psychologist to our office team, for Behavioral & Mental Health. Dr. BRIGID VILARDO from the Summit Center will be at our office on Tuesdays, for consultation and referrals to a wide variety of patients with Behavior or Mental Health concerns.

There remains a growing need in our community for increased behavioral and mental health resources for our pediatric patients in our rapidly changing social environment. It has been shown over the past several years, that many more children are in need of some form of behavioral health counseling. Our practice has always placed an emphasis on good mental health for our patients and families, by providing additional time at 'well visits' and specific detailed handouts at 'well visits'. We have also had psychologists available at our office for over 15 years now. Our Providers have all embraced the idea that good preventive mental health takes place at our 'well or healthy visits'.

Nina and Becca have received certificates in Mental Health Counseling, and have been helping our patients with counseling. They are working closely with the Providers to offer the highest quality mental health care available at any Pediatric Medical Practice. They will work closely with Dr. Andrews and Dr. Vilardo, to provide the many aspects of complete Behavioral Pediatric Care. We are proud to offer these complete services.

WELL CHILD VISITS

- 3-7 days-old
- 1 month-old
- 2 month-old
- 4 month-old
- 6 month-old
- 9-10 month-old
- 12-13 month-old
- 15-16 month-old
- 18-20 month-old
- 2 year-old
- 2 1/2 year-old
- 3-3 1/2 year-old
- 4-4 1/2 year-old
- 5-5 1/2 year-old
- 6 year-old to 19th birthday (1 visit annually)

CALL FIRST WEEK OF THE MONTH PRIOR TO THE DESIRED APPOINTMENT!

(e.g., call early June for July appointment in order to get preferred time & MD!)

We, as a staff, value the education and relationships that are established and transpire at these crucial visits. Our practice strongly encourages these visits as we have developed protocols for the best preventative medicine and best evaluation of child development and behavior. We spend an extra 5 -10 minutes at each of these visits to be sure that we have evaluated the overall health of your child. The American Academy of Pediatrics and health insurers have used good data to support the benefits and payment for these visits.

VACCINES & VACCINE REFUSAL

Refusal to vaccinate remains a major concern for our community, with potential to cause serious illness and death to children. Refusal to vaccinate at the recommended time periods, especially for DTaP, HIB, Prevnar, Meningococcal, is considered negligence by each member of our provider staff, based on sound scientific research and success of these vaccines (saving lives).

AUTO-CONFIRMING

We are now using an "automated phone reminder", to the primary phone number that we have on file, for all appointments that are booked in advance of the day of appointment. Expect a call 1-3 days prior to the scheduled appointment. We ask that you notify our office for any difficulties with this new system.

Call after 12 noon on weekdays if same day evening sick visit is needed.

We try to avoid booking "after school" (after 3pm) sick appointments until 12 noon, since these appointments are in demand, but must be prioritized somewhat by illness severity.

- When we are not in the office, one of the doctors is available for emergencies by calling our answering service at 695-7015 (expect a return call within 10 minutes.)
- Please try to call during office hours whenever possible.



www.century-airportpeds.com

SUMMER SAFETY & GUIDELINES

- ALWAYS**
- Wear **helmets** with bikes, roller blades & skate boards
 - **Lock fences/gates** around pools
 - Have adult supervision at **playgrounds**
 - Use **sunscreen** (15 spf or higher) for all sun exposure - re-apply to skin every 2-3 hours
 - **Never expose 6 month old or younger to direct sunlight**
 - **Trampolines** are the most common source of injury to our patients during the summer months.
- BUG BITES:** Cool compress, Benadryl cream (if one or a few bites only)
See handout/tip sheet on website
- CAR SEAT:** Advice is available at the office
- Rear-facing until 1st birthday and 20 lbs., and if possible rear-facing from 1-2 years old as well.
 - Booster seats from 4 yrs/40 lbs. to 8 yrs/80 lbs.
 - No front seat passengers until 12-14 years-old
 - State and local police and driving instructors have latest laws and recommendations for review

STRAINS/SPRAINS & OTHER INJURIES

- Most injuries can be handled safely at home or in the office:**
- *Cold compress* is advised for any *swelling*
 - Cleanse any area of *disrupted* skin frequently
 - Any *physical deformity* (any part of arm or leg) should be *discussed* or *examined*
 - Do not *exercise* or use injured extremity without *discussion* first.

URGENT CARE & E.R. VISITS: 'Convenience Care' that may NOT always be the 'Best Care' - Call First!

We have had an increasing number of patients going to ERs and Urgent Care facilities when we could have provided the care **at our office on the same day or next day**. The convenience care at these facilities does not include your child's **medical record**; and a **pediatrician** is not always available to see your child. We have been frequently disappointed in the QUALITY OF PEDIATRIC DECISION MAKING AT SOME URGENT CARE FACILITIES, where there may not be a pediatrician. **By calling us first, we can direct your child to the best care and most convenient care! So, please call first!**

OVER-THE-COUNTER (OTC) MEDICATIONS

Please review our one-page handout at our website and in our office. **All** over-the-counter medications should be **discussed** before giving to children **under 6 months of age**. Children **between 2 years-old and 5 years-old** can take otc meds under proper supervision and **guidance by our staff**. Reading labels on medications is encouraged **after 6 years-old**; we are available for **discussion whenever needed**.

SUMMER VIRUSES

- Can cause high fever (see below - **FEVER**)
- Can cause diarrhea (see below - **DIARRHEA**)
- Can cause worse symptoms in younger children
- Can cause (**blisters**) mouth lesions, also on hands/feet
Try Benadryl: Maalox (1:1) for mouth lesions;
Swish and Spit or Drink 1/2 tsp every 2 hours or
Apply this mixture with Q-tip. Drink cold fluids.

FEVER: Body's response to viral or bacterial infections

AVOID Bathing or Cooling / Wear 2 loose layers of clothing / Give plenty of fluids / Tylenol/Advil/Motrin for discomfort from fever.

- CALL IF:**
- Dark red blood dots
 - Any fever greater than or equal to 100.3 in infant < 2 months old
 - Fever of 102+ for more than 3 - 4 hours in a row
 - Fever over 101 lasting a 4th straight day
 - Any rash that is purple or dark blood dots
 - High fever PLUS: pain to pee, blood in stool, severe headache or very frequent cough.

DIARRHEA: Give clear fluids (Pedialyte is best, Gatorade, white grape juice, jello and popsicles are good. Yogurt or Probiotics are advised, while limiting other dairy products.) + starchy foods. See "DIARRHEA Tip Sheet" at office or on website.

- CALL IF:**
- Vomiting frequently without drinking anything OR more than 2 days in a row OR yellow/green vomit
 - Bloody diarrhea OR signs of **DEHYDRATION**
 - **DEHYDRATION:** dry lips + dry mouth, extreme fatigue to lethargy, no urine output for > 12 hours, no tears produced with crying.

AFTER HOURS, CALL IF:

- FEVER:**
- 100.3 in 2-month-old or younger
 - 102 for six straight hours
 - Frequent cough
 - Bloody diarrhea
 - Pain to urinate
 - Swollen joint
- COUGH:**
- Every 10 minutes or less without break
 - More than 4-5 coughs in a row repeatedly
 - Inability to drink or sleep due to cough
- DEHYDRATION:**
- Dry lips
 - Lethargic
 - Frequent vomiting and/or diarrhea
- TRAUMA:**
- Open wound
 - Confusion or vomit twice
- OTHER:** Any time child is confused or can't sleep from pain