



WHAT'S HAPPENING at Century-Airport Pediatrics at Caritas

FALL/WINTER 2018

2625 Harlem Rd., Suite 210 • Cheektowaga, NY 14225

Phone: 893-7337 • Sick: 893-7425 • Fax: 893-7699

NOW SCHEDULING 2 MONTHS IN ADVANCE & CHANGE IN CANCELLATION/NO-SHOW POLICY

We are listening to our patient families by making scheduling and cancellations easier.

EFFECTIVE IMMEDIATELY, WE WILL SCHEDULE APPOINTMENTS FOR TWO MONTHS INTO THE FUTURE, INSTEAD OF OUR CUSTOMARY ONE MONTH RESTRICTION.

We will begin scheduling January 2019 appointments on November 1st (February appts on December 1st).

We hope to be able to book appointments even further into the future, as our physicians' schedules become more predictable in 2019.

We also keep a "waiting list" for anyone desiring an appointment that we cannot immediately satisfy.

We will also now only assess our **cancellation/no-show fee (\$35) if we are not notified within 12 hrs**, as opposed to our past/current 24-hour notification policy for cancellation/no-show.

We encourage the use of our answering machine, to leave a message, assisting with notification convenience.

IMPROVED COMMUNICATION: PORTAL UPDATE & WEBSITE REVIEW

WWW.CENTURY-AIRPORTPEDS.COM

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.

C-AP has attained the highest level of Patient Centered Medical Home, as recognized by the NCQA, which emphasizes best care and services for each patient. The Portal provides another way for our practice to effectively and conveniently communicate with our families (as documented by a formal survey with our patient families), in a 'very secure' way. See our website for further information. Our WEBSITE has again been updated, to improve as a reference; it remains a NON-interactive site.

BEHAVIORAL HEALTH/MENTAL HEALTH

Dr. BRIGID VILARDO is available, as an independent child psychologist, 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 is apparent 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 & specific detailed handouts, at 'well visits'. We have also had a psychologist available at our office for over 15 years now. Our Providers have all embraced the idea that good preventative mental health should take place at our Well Child Visits & at special visits for Behavioral Health Issues." NINA & BECCA are Licensed Mental Health Counselors, who are providing formal individual counseling to our patients, while working closely with the Providers, and Dr. Vilardo. We feel that we are providing the highest quality mental health care available at any Pediatric Medical Practice. They will work closely with Dr. Vetrano and Dr. Vilardo, to provide the many aspects of complete Behavioral Pediatric Care. We are proud to offer these complete services.

INFLUENZA & THE 'FLU' VACCINES

We will administer this years vaccination from October through January. We will have many available "vaccine-only visits" in November and December. PLEASE CHECK THE WEBSITE FOR SPECIFICS AND UPDATES REGARDING OUR FLU VACCINE POLICIES.

Children under 2 years of age are the most likely age group to end up in the hospital, with pneumonia or dehydration, as a result of the flu illness. **Children ages 2-5 years-old** are the most likely to spread the disease to others. **Children with Asthma and other Medical Disabilities are at greater risk for significant illness when exposed to the flu virus.** While the actual virus is very contagious, the vaccine does not produce a contagious state.

There is a 'nasal spray vaccine' this year for 'the flu'. It was not available last year. It has been approved for use; but, it is considered less effective by the experts, and by research. We will offer the nasal option, vs. the shot option; but, we will individually discuss the concerns about the effectiveness of the 'nasal version' of this vaccine, before we administer it.

[See Reverse Side of this Newsletter, and our website, for more details!]

URGENT CARE & E.R. VISITS:

'Convenience Care' that may NOT always be the 'Best Care'

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!

OUR STAFF

Dr. 'TONY' Vetrano, Dr. 'JOSEY' Welliver, Dr. 'JEN' Roller, Dr. 'LAURIE' Kasnicki
Nurse Practitioners (P.N.P.).....ELENA, JAMIE (also lactation), CHRISTINA,
..... DEB F. (NEWBORNS/LACTATION)
Physician Assistant MARINA MASLEK
Nurses..... Amy, Amanda, Jennifer,
..... Karen, Liz R., Melissa, Mike
Medical Assistants Lisa, Janesa, Kiara
Mental Health Counselors Nina & Becca
Reception April, Chelsea, Cody, Diane, Heather, Jean
Billing Office Colleen (coordinator), Liz K., Jackie
Operations Manager Kim, Heather (assistant)
Business Manager Maryann

We do have Resident Physicians from Sisters Hospital, and Physician Assistant Students from D'Youville College, who assist the Providers at many patient visits. A physician, or nurse practitioner, or physician assistant, is ALWAYS assigned to also see each patient who is seen by, or scheduled with, a Resident or Student.

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 year-old
 - One Well Child Visit Annually
- *Check with your health insurance provider to determine if 12+ months or calendar year

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 & Major Holidays (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.

- CALL EARLY IN THE MONTH FOR APPOINTMENTS IN THE NEXT 2 MONTHS!
- Call after 12 noon on weekdays if same day evening sick visit is needed. 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.)

2625 Harlem Road
Suite 210
Cheektowaga, NY 14225



www.century-airportpeds.com

WINTER VIRUSES

PARAINFLUENZA - "Para flu" the CROUP Virus: Oct. > Dec.

Fever, Barky Cough, some Congestion & Pink Eye. Worsening Cough on 2nd & 3rd Nights of Illness.

VACCINE: None

CALL IF: Strider (inspiratory honk noise).

RESPIRATORY SYNCYTIAL VIRUS - (RSV): Nov. > Feb.

Fever, Harsh Cough, some Congestion & Pink Eye, Wheezing & Worse Cough on 3rd & 4th days. More Phlegmy Cough at 5-7 days.

VACCINE: Injectable Antibodies monthly x5 months to very high risk infants only

CALL IF: Increasing Frequency of Cough, Increasing # of Coughs In a Row, Ear Pain that develops after 3 days, Worsening Feeding or trouble sleeping due to Cough.

INFLUENZA - The "FLU" Virus: Jan. > March

Fever, Congestion, Cough, Muscle Aches, Pink Eye, Headache, Sore Throat (All Symptoms Can Last 5-7 days)

VACCINE: Annually for all patients is recommended

CALL IF: Worsening Symptoms after 3 days or symptoms not improving after 5 days.

We have created many **extra Nurse Visits ('shot visits')** during the months of **November and December**, in order to accommodate all of our patients & families who are interested in **receiving the vaccine**. There is **NO** advantage to getting the vaccine (injection) before December, based on the timing of past years influenza outbreaks.

ROTAVIRUS - (Rota) The 'DIARRHEA' Virus: Jan. > April

Fever, Vomiting, Diarrhea, possible Congestion, Diarrhea can last 2 Weeks (worse 2-5 days). The virus lives on surfaces for several days.

VACCINE: Oral recommended for infants

CALL IF: Vomiting more than 36 hrs., Worsening diarrhea after 3rd day, Signs of Dehydration

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

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 out 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**.

WHAT TO DO WHEN SYMPTOMS ARE PRESENT

NASAL CONGESTION: Can be due to viruses, allergies, irritants, or some combination of these. Nasal Saline Drops/Spray/or Gel can always be used several times each day. Frequent drinking of clear thin fluids may help also, especially right after Nasal Saline. Cool Moist Air by Humidifier (clean daily), and/or cracking windows open, may help.

CALL IF: ear pain, worsening headache or sore throat, or congestion that is worsening on the 5th day of illness or not improving on the 10th day of illness..

FEVER: *Body's response to viral or bacterial infections*

AVOID bathing/Give plenty of fluids/2 loose layers of clothing. Simple digital rectal thermometer is most accurate in young children. 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 several hours in a row
- Fever over 101 lasting into 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.

COUGH: Give clear (see through) fluids to drink. Can try (over 6 yo) Robitussin or MucinexDM in am & pm. Use humidifier.

CALL IF: Cough getting more frequent (especially if every 10 minutes w/o a break), or if several coughs (> 4 or 5) in a row repeatedly, or if poor drinking, or if cannot sleep at all.

DIARRHEA: Give 2 oz. clear fluids (Pedialyte is best, Gatorade, white grape juice, popsicles are good) + (starchy foods. See "DIARRHEA Tip Sheet" at the 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/lethargy, no urine output for 12 hours, no tears with crying.

COMPLETING NECESSARY FORMS HAS BECOME A DIFFICULT TASK

The number of forms, that are now required for school and other entities, has increased tremendously over the last few years. We strive to provide only accurate information when completing these forms. Of course, there is no reimbursement to us for our time spent, yet we devote quality time to be sure they are accurately completed. We ask for your patience, as it could take us "up to 2 weeks" to complete a form, that we are unable to complete at the time of an office visit. Please request form completion only when necessary.

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). Please ask about the new Meningococcal B vaccine and the optional Hepatitis-A vaccine, and the earlier HPV vaccine.

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 HOURS DECISIONS** by encouraging a phone call before a child is taken to an emergency room or Urgent Care.