

WHAT'S HAPPENING at Century-Airport Pediatrics at Caritas



SPRING/SUMMER 2019

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

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FACELIFT TO OFFICE NEARLY COMPLETE

Updates, to the appearance of C-AP, are being completed this spring/summer.

New rugs and flooring have been installed; and almost the entire office was re-painted.

Many other subtle improvements were made, to create a cleaner and brighter appearance.

We appreciate the patience of our staff, and our patient families, as the work is finished.

IMPROVED COMMUNICATION: PORTAL UPDATE & WEBSITE REVIEW

WWW.CENTURY-AIRPORTPEDS.COM

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.

REQUESTING APPOINTMENTS AND FORMS, [AND NOW PRESCRIPTION REFILLS] can also be done through the PORTAL. After completing the 'ENROLLMENT PROCESS', parts of the health record can be accessed with a password created by the parent or patient. Check the Website for further information.

OUR STAFF

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

We do have Resident Physicians from Sisters Hospital, and Physician Assistant Students from D'Youville College, who assist the Doctors at many patient visits.

WELL CHILD VISITS (VERY IMPORTANT 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

CALL EARLY IN THE MONTH FOR APPOINTMENTS IN THE NEXT 2 MONTHS!

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.

VACCINES & VACCINE REFUSAL

Refusal to vaccinate remains a major concern for our community, with potential to cause serious illness and death to children. There have been many recent cases of death, and severe illness, in children, in the USA. Measles, and other easily preventable diseases, have made a comeback in our country and threaten our community. 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.

BEHAVIORAL HEALTH/MENTAL HEALTH

Dr. BRIGID VILARDO-LYONS 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. 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'. All of our Providers have 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. We feel that we are providing the highest quality mental health care available at any Pediatric Medical Practice. We are proud to offer these complete services.

URGENT CARE & EMERGENCY ROOM - PLEASE CALL FIRST!

'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!

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.

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

Our cancellation/no-show fee (\$35) will be assessed 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 after hours, to leave a message, assisting with notification convenience.

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.

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www.century-airportpeds.com

SUMMER SAFETY GUIDELINES

- ALWAYS**
- Wear **helmets** with bikes, roller blades & skate boards
 - **Lock fences/gates** around pools
 - Provide constant adult supervision at all **Playground facilities** for young children
 - Use **sunscreen** (15 spf or higher) for all sun exposure re-apply to skin every 2-3 hours
 - Drink plenty of fluids when outside in the hot sun for longer periods of time
 - **Avoid exposure to direct sunlight, if under 6 months-old**

Trampolines are a 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

OVER-THE-COUNTER (OTC) MEDICATIONS

Please review our one-page handout at our website and in our office. **All over-the-counter (OTC) 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**.

AFTER HOURS, CALL IF:

FEVER:

- 100.3 in 2-month-old or younger
- 102 for 4 straight hours
- Frequent cough
- Bloody diarrhea
- Pain to urinate
- Swollen joint

COUGH:

- Every 10 minutes or less without a break
- More than 2-3 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

STRAINS/SPRAINS & OTHER INJURIES

Most injuries can be handled safely at home or in the office:

- *Cold compress* is advised for any swelling
- Cleanse, frequently, any area of *disrupted* skin
- Any *physical deformity* (any part of arm or leg) should be evaluated
- Do not *exercise* or use injured extremity without an *evaluation* first.

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:

- 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 or lethargy, no urine output for > 12 hours, no tears produced with crying.