WWW.CENTURY-AIRPORTPEDS.COM

WE HAVE MERGED THE PRACTICE
Century-Airport Pediatrics at OLV

SCAN ME

FALL/WINTER 2026

790 Ridge Rd. • Lackawanna, NY 14218
Phone: 893-7337(PEDS)• Sick: 893-7425(SICK)• Fax: 893-7699

OUR NEW LOCATION AND PARTNER

WE HAVE MERGED THE PRACTICE
with OUR LADY OF VICTORY HUMAN SERVICES
We are located at 790 Ridge Rd. in Lackawanna.
We are **now "Century-Airport Pediatrics AT OLV."**

We will continue to offer the services that make our office special...

- **Evening Hours & Weekend Hours**
- **Behavioral Health Counseling On-Site**
- **Physician ALWAYS On-Site when Office is Open**
- **Our Providers (MD or NP) on-call at ALL TIMES**
- **Live Person Answering Phones whenever Office is Open**
- **Provider Expertise on Developmental & Behavioral Issues**
- **Written Information on ALL Common Aspects of Pediatric Care**
- **NCQA certified Patient Centered Medical Home (PCMH)**
- **All Vaccines On-Site (Including NYState Vaccines for Children)**

SERVICES OFFERED BY OLV

- **OLV Human Services** (Home Page) **https://www.olvhs.org/**
- **OLV Evaluation & Treatment Center (ETC)** - Evaluations and Diagnosis of a Developmental Disability or Autism Spectrum Disorder (ASD) **https://www.olvhs.org/etc**
- **OLV Outpatient Clinic** - Mental Health Evaluation and Counseling Services for Youth and Family **https://www.olvhs.org/hcbs-outpatient-clinic**
- **OLV Human Services Children Home and Community Based Services** - provides an array of services to Medicaid eligible children and families to prevent onset or progression of behavioral health conditions. **https://www.olvhs.org/hcbs-children-home-and-community-based-services**
- **OLV Preventative Services** - **https://www.olvhs.org/hcbs-preventive-services**
- **Baker Victory Dental Center** - Dental Care for ALL **https://www.olvhs.org/baker-victory-dental-center-overview**

OUR STAFF

Dr. 'TONY' Vetrano, **Dr. 'JEN'** Roller

Nurse Practicioners ..... Christina
Physician Assistants ..... Madeline, Allison
Nurses ..... Kristen, Melissa, Tracy, Karen
Medical Assistants ..... Theresa, Nataliya
Reception ..... April, Diane, Jean, Kelsei, Jessica
Billing Office ..... Jackie (Coordinator)
Operations Manager - Heather; Patient Experience Manager - Kim;
Office Manager - Maryann

We do have Resident Physicians & Physician Assistant Students who assist at many patient visits.

PORTAL UPDATE & WEBSITE

Our **Patient Portal** allows communication for **Patient Messages, Uploading Images, Health Forms, Paperwork (to & from C-AP) and Requesting Medication Refills and Appointments** in a secure application.

THE PORTAL SHOULD NOT BE USED FOR QUESTIONS ABOUT SICK PATIENTS WHO NEED IMMEDIATE RESPONSE AND/OR ATTENTION.

Instructions for joining the Patient Portal, as well as information on all of our **important Office Policies, are on our new WEBSITE for review.**

FORMS

THE DEMAND FOR FORMS TO BE COMPLETED HAS TRIPLED OVER THE PAST FEW YEARS.

PLEASE ALLOW UP TO 2 WEEKS FOR COMPLETION, TO ASSURE ACCURACY OF INFORMATION.

WE WILL TRY OUR BEST TO MEET ANY DEADLINES THAT ARE LESS THAN 2 WEEKS AWAY FROM THE REQUEST.

C-AP IS OPEN TO NEW PATIENTS & FAMILIES

Our Website details how to begin the registration process; or a Call to the Office can begin the process.

MEASLES / DIPTHERIA / INFLUENZA / RSV / COVID

SEE PAGE 2 OF THIS NEWSLETTER!

NEW OFFICE HOURS M-F

We begin seeing sick patients at 8:30 a.m. on weekdays
MONDAY THROUGH FRIDAY ..... 8:00am --- **6:00pm**
SATURDAY ..... 8:00am --- **1:00pm**

Please arrive 10 minutes prior to your scheduled appointment time. Late arrivals may be asked to reschedule.

- **When we are not in the office, one of our Providers is always available for emergencies by calling our answering service at 695-7015 (expect a return call within 15 minutes). Try to refer to our Website's Handouts for Common medical concerns, and to the advice in this Newsletter, before calling After Hours.**

LATE IN THE DAY SICK APPOINTMENTS ARE PRIORITIZED BY ILLNESS FOR SICK CHILDREN THAT SAME DAY.

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.**

- **Please try to call during office hours whenever possible.**

SCHEDULING & CANCELLATION & NO-SHOW POLICIES

A Cancellation / No-Show FEE ($35) might be assessed when we do not receive notification from the patient's family WITHIN 12 HOURS of the appointment time (fees are waived if written information is presented to the office as to why appointment was missed). This includes scheduled Tele-Med Appointments. We encourage the use of our **answering machine to leave a message if calling when we are not in the office.**

Bring current **Insurance Card to every appointment.**
As mandated by health insurers, **co-pays are due at time of visit.**

MENTAL HEALTH / BEHAVORIAL HEALTH SERVICES

There remains a growing need in our community for increased behavioral and mental health resources for our pediatric patients. **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 continued to embrace the idea that **good preventative mental health should take place at Well Child Visits, for behavioral health issues.** WE WILL BE WORKING CLOSELY WITH THE SERVICES OFFERED AT OUR NEW OLV LOCATION.

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 3 MONTHS!

VACCINES & VACCINE REFUSALS

While our Providers are all in Agreement with the Vaccine Schedules and the Importance of the Vaccines, we have always tried to accommodate families who have asked good questions regarding individual vaccines for their specific situations.

Strict enforcement of **NYS guidelines has left little room for individualizing schedules;** and has severely limited any input from our Providers in the decision making by the Schools.

790 Ridge Road
Lackawanna, NY 14218

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PERMIT NO. 862

PLEASE, NO OPEN FOOD OR DRINKS
ANYWHERE IN THE OFFICE; THANK YOU!

WE HAVE MERGED THE PRACTICE

www.century-airportpeds.com

URGENT CARE & EMERGENCY ROOM - PLEASE CALL FIRST!
'Convenience Care' that may NOT always be the 'Best Care'

WE HAVE FREQUENTLY BEEN DISAPPPOINTED IN THE QUALITY OF PEDIATRIC DECISION MAKING AT SOME URGENT CARE FACILITIES. WE CONTINUE TO ASK THAT PARENTS "CALL US FIRST", SO WE CAN ADVISE AS TO WHEN AND WHERE THE BEST CARE CAN BE DELIVERED FOR EVERY CIRCUMSTANCE. WE ALSO HAVE 24/7 ACCESS TO OUR PATIENTS' MEDICAL RECORDS.

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 2-3 times each day. Frequent drinking of clear thin fluids may help, 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 or other methods of cooling the skin (except neck/face). 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. No alcohol rubs!

CALL IF:
- Any fever greater than 100.2 in < 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
- Pain to Pee or Blood in Stool
- Severe headache
- Very frequent cough

COUGH: Give clear (see through) fluids to drink. Can try (over 6 yo) Robitussin or Mucinex (DM or no additional letters), or generic, are safe. 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.

OVER-THE-COUNTER (OTC) MEDICATIONS

- Review **our one-page handout** at our website and in our office.
- Should ALWAYS be **discussed** with one of our Providers before giving to children **under 6 months of age.**
- Children **between 6-months-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.**
- **Medicaid** Prescription Plans **will cover some** common OTC medications, or allow them to be **purchased inexpensively**. Providers will usually need to wait until `end of day' to send to pharmacy.
- **We do NOT prescribe OTC meds unless patients are currently ill.**

MEDICATION REFILLS

WE DO NOT REFILL MEDICATIONS WHEN PHARMACIES MAKE THE REQUEST TO US.
WE ALWAYS WANT TO SPEAK TO PARENT OR GUARDIAN BEFORE ACKNOWLEDGING ANY REFILL REQUEST.

MEASLES / DIPTHERIA / INFLUENZA / RSV / COVID

Information about these Illnesses and Vaccines are detailed on our WEBSITE.

Measles cases have been seen in our community & many cases in NYState

We strongly recommend the Vaccine at 1st birthday and booster or blood test at age 4 years old.

Diptheria cases have been reported locally, but the required Infant & School Booster Vaccines are protective.

Influenza / "the FLU" & RSV & COVID VIRUSES are detailed below.

FALL / WINTER VIRUSES

COVID-19: still present in our community

Can look like a `Common Cold', or have more severe symptoms of Fever, Sore Throat & Cough. There have been very few significantly ill children; but there can be a problematic immune response, resulting in a significantly bad inflammatory syndrome. **Testing patients for Covid is NOT done at our office.**

VACCINE: SEE WEBSITE FOR UPDATES
CALL IF: High Fever, Increasing Sore Throat, Increasing Cough. Monitor Cough closely for 5-7 days after onset of any symptoms.

PARAINFLUENZA: "Para-Flu" the CROUP Virus: Oct --> Dec

Fever, Barky Cough, and maybe Congestion and/or Pink Eye. Worsening Cough on 2nd & 3rd Nights of Illness.

VACCINE: None
CALL IF: Stridor (inspiratory honk noise).

RESPIRATORY SYNCYTIAL VIRUS (RSV): October --> March

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

VACCINE: Injectable Antibodies to "high risk infants". Now available for children under 2 years old. (SEE WEBSITE AND IN-OFFICE HANDOUT)
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: December --> March/April

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

VACCINE: Recommended Annually for all patients (see WEBSITE and In-Office Handout).
CALL IF: Worsening Symptoms after 3 days, or symptoms not improving after 5 days.

We have created many extra Nurse Visits ('shot visits') in order to accommodate all of our patients who are interested in receiving the flu vaccine.

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: the only 'oral' vaccine recommended for infants
CALL IF: Vomiting more than 36 hrs., Worsening diarrhea after 3rd day, Signs of Dehydration (see other column).

STRAINS/SPRAINS & OTHER INJURIES

- *Cold compress* is advised for any *Swelling*
- *Cleanse frequently* w/soapy water or peroxide, any area of *Disrupted Skin*
- Any *Physical Deformity* (any part of arm or leg) should be evaluated
- Do not *exercise* or use an injured extremity without *an Evaluation* first
- Always CALL IF there is an *Open Wound*
- Always CALL IF *Confusion or Vomiting after Head Trauma*