



WE HAVE MOVED THE PRACTICE Century-Airport Pediatrics at OLV



SCAN ME

SUMMER 2026

790 Ridge Rd. • Lackawanna, NY 14218

Phone: 893-7337(PEDS) • Sick: 893-7425(SICK) • Fax: 893-7699

OUR NEW LOCATION

WE HAVE RELOCATED THE PRACTICE TO
790 RIDGE RD, LACKAWANNA
ON THE 'OUR LADY OF VICTORY' CAMPUS.

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)**

OUR STAFF

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

Nurse Practitioners Adam, Christina, Elena
 Physician Assistant Madeline, Alyssa
 Nurses Kristen, Melissa, Tracy
 Medical Assistants Theresa, Nataliya
 Reception April, Diane, Heather, Jean, Kelsei, Jessica
 Billing Office Jackie (coordinator)
 Operations Manager Kim Business Manager Maryann

We do have Resident Physicians & Physician Assistant Students who assist at many patient visits. WELCOME MADELINE, NATALIYA, & JESSICA

PORTAL UPDATE & WEBSITE

C-AP is recognized as a Level-3 Patient Centered Medical Home (PCMH) by the National Committee for Quality Assurance (NCQA).

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 the WEBSITE for review.**

VACCINES, VACCINE REFUSALS, & N.Y. STATE SCHOOL POLICIES/GUIDELINES

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.

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 NOW OPEN TO NEW PATIENTS & FAMILIES

As of April 1st, C-AP will now be accepting new patients & families.

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

OFFICE HOURS

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

MONDAYS, WEDNESDAYS & FRIDAYS 8:00am --- **5:30pm**
 TUESDAYS & THURSDAYS 8:00am --- **7:00pm**
 SATURDAYS 8:00am --- **1:00pm**
 SUNDAYS OFFICE IS CLOSED;

but one of our Doctors or Nurse Practitioners is available "On-Call".

WE STRONGLY REQUEST THAT YOU ALWAYS ARRIVE 10 MINUTES BEFORE THE SCHEDULED APPOINTMENT TIME !

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.

• **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.

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

SCHEDULING & CANCELLATION & NO-SHOW POLICIES

A Cancellation / No-Show FEE (\$35) is 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** to avoid an additional fee.

CHANGES IN OUR MENTAL HEALTH /BEHAVIORAL 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 2 MONTHS!



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

WE HAVE MOVED THE PRACTICE

www.century-airportpeds.com

PRSR STD
US POSTAGE
PAID
BUFFALO NY
PERMIT #801

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

WE HAVE FREQUENTLY BEEN DISAPPOINTED 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.

AFTER HOURS, CALL IF:

- FEVER:** • Any fever greater than 100.2 if less than 2-months-old
• 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

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 REQUESTED BY PHARMACIES.

WE ALWAYS WANT TO SPEAK TO PARENT OR GUARDIAN BEFORE ACKNOWLEDGING ANY MEDICATION REFILL REQUEST.

STRAINS/SPRAINS & OTHER INJURIES

Trampolines are a common source of injury to our patients during the summer months.

- *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*

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>

ENTEROVIRUSES / COXSACKIE 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) Every 2-4 hrs 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 100.2 if less than 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, and Dilute Juices, are good**
- **Yogurt or Probiotics are advised, while limiting other dairy products. It is good to give dry cereal, crackers, toast.**
- **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.