



WE HAVE MOVED THE PRACTICE Century-Airport Pediatrics at OLV



SCAN ME

FALL/WINTER 2025

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 Alyssa
Nurses Amy, David, Kristen, Melissa, Tracy
Medical Assistants Lily, Theresa
Mental Health Counselor Mara
Reception April, Diane, Heather, Jean, Kelsei
Billing Office Colleen (coordinator), Jackie
Operations Manager Kim Business Manager Maryann

We do have Resident Physicians and Physician Assistant Students who assist the Doctors at many patient visits.

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.

C-AP CURRENTLY CLOSED TO NEW FAMILIES

We regret that we cannot currently accept new families into our Practice. WE WILL ACCOMMODATE SIBLINGS OF EXISTING PATIENTS, AND NEW PARENTS WHO WERE FORMERLY OUR PATIENTS. We are making an effort to open to new families in 2026.

INFLUENZA ("THE FLU") // COVID // RSV

These 3 Viruses will be circulating in our community this Fall & Winter. There are Vaccines for each of these viruses; but they are all very different.

See reverse side of this Newsletter for details about the Viruses & Vaccines.

BEHAVIORAL HEALTH // MENTAL HEALTH

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.** Our Mental Health Counselor, Mara, will continue to provide very high quality care, within our office.

WE WILL BE WORKING CLOSELY WITH THE SERVICES OFFERED AT OUR NEW OLV LOCATION.

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.

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.**

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".

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 the doctors is 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.

WELL CHILD VISITS (VERY IMPORTANT VISITS)

- | | | |
|----------------|-------------------|---------------------------------|
| • 3-7 days-old | • 9-10 month-old | • 2 1/2 year-old |
| • 1 month-old | • 12-13 month-old | • 3 year-old |
| • 2 month-old | • 15-16 month-old | • One Well Child Visit Annually |
| • 4 month-old | • 18-20 month-old | |
| • 6 month-old | • 2 year-old | |

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



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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 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.

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

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 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.
- 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 when patients are in need of medications.

MEDICATION REFILLS

WE DO NOT REFILL MEDICINES WHEN REQUESTED BY PHARMACY. WE ALWAYS WANT TO SPEAK TO PARENT OR GUARDIAN BEFORE ACKNOWLEDGING ANY MEDICATION REFILL REQUEST.

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 next column).