

WHAT'S HAPPENING at Century-Airport Pediatrics at Caritas



SPRING/SUMMER 2023

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

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BEHAVIORAL HEALTH/MENTAL HEALTH AT C-AP

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'. Now, more than ever, all of our Providers have continued to embrace the idea that **good preventative mental health should take place at our Well Child Visits & at special visits for Behavioral Health Issues.**

We welcome our two new Behavioral Health Providers, Becca and Mara. Becca returns to C-AP in a part-time role. She received great reviews, from patients and parents, during her first stint at C-AP years ago. Mara comes to C-AP with a wealth of experience in counselling teens with difficult behavioral issues and diagnoses. She has been very well received.

OUR STAFF

Dr. 'TONY' Vetrano, Dr. 'JEN' Roller, Dr. 'LAURIE' Kasnicki
Nurse Practitioners Elena, Jamie (also lactation), Anastasia, Christina
Nurses..... Amy, Bobbi, David, Kristen, Matthew, Melissa, Tracy
Medical Assistant Theresa
Behavioral Health Counselor Becca, Mara
Reception-Alexis (Lexi), April, Cody, Diane, Heather, Jean, Jessica, Kelsei
Billing Office Colleen (coordinator), Jackie
Operations ManagerKim W.; Business Manager Maryann
We do have Resident Physicians from Sisters Hospital, and Physician Assistant Students from D'Youville College and Canisius College, who assist the Doctors at many patient visits.

NCQA STATUS - 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.**

We have re-organized our **WEBSITE** in order to be able to update it more frequently. We are continuing to make improvements. Instructions for joining the Patient Portal, as well as Information on all of our **important Office Policies, are now on the WEBSITE for review.**

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

We are trying to make scheduling and cancellations easier. We also keep a "waiting list" for anyone desiring an appointment that we cannot immediately satisfy. 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). We encourage the use of our answering machine, and the portal, after hours, to leave a message, thus assisting with convenience of notification.

Medicaid Transportation Line = 1-800-651-7040

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 --- 6:30pm**
Friday..... 8am --- 6:00pm**
Saturday..... 8am --- 2:00pm**
Sunday & Major Holidays (sick calls only) 10am --- 12:00pm**
Late in the day sick appointments and Sunday appointments are prioritized by illness for sick children that same day.

UPDATE ON CORONAVIRUS (CO-VID-19) & THE VACCINE

We continue to take many precautions with our office set-up and with our office policies. We are following the advice and guidelines as suggested by the CDC. We are relaxing our masking and physical distancing guidelines. **We will continue to be very careful with triaging which patients should come to the office when they are sick. We will continue to modify our triage policies and our sick office visits, based on community standards, and based on concerns for all of our staff and all of our patients.** VACCINES are recommended for 6 month-olds and up. Our WEBSITE will be updated with all of the pertinent information for parents to review. **AT OUR OFFICE, WE HAVE VACCINES FOR 6 MONTH-OLDS THROUGH 4 YEAR-OLDS (UP TO 5TH BIRTHDAY).** THE CDC, N.Y. STATE, & ERIE COUNTY GUIDELINES CAN BE FOUND ON OUR WEBSITE.

WE DO NOT DO TESTING FOR COVID AT OUR OFFICE; SO WE MAY ASK PARENTS TO PERFORM HOME TESTS, BASED ON THE CHILD'S SYMPTOMS & VACCINE STATUS, BEFORE PERFORMING AN EXAM AT THE OFFICE.

C-AP NOW CLOSED TO NEW PATIENTS

(EXCEPT EXISTING FAMILIES)

We regret that we can no longer continue to accept new patients into our Practice. Over the last few years, we have experienced a decline in the number of doctors at C-AP. We do NOT wish to reduce the number of hours that we are in the Office seeing patients. **We will accommodate siblings of existing patients; and we will try to accommodate family members of existing patients.** There will be few, to no, exceptions. While we can see patients until their 19th birthday, we are suggesting that patients can begin inquiring at 16th birthday about their future medical care.

COMPLETING INCREASED REQUESTS FOR FORMS

The number of forms that are now required for school and other entities, has increased tremendously. We strive to provide only accurate information when completing these forms. We devote quality time to be sure they are accurately completed. We ask for your patience, as it could take up to 2 weeks to provide accurate completed forms.

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

Changes in NYS policy, regarding removing "religious exemptions", has created many questions and concerns.

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 limited any input by our Providers, to the Schools.

OVER-THE-COUNTER (OTC) MEDICATIONS

- Please 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 often cover some of the common OTC medications, or allow them to be purchased very inexpensively.

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 VIRUSES

CORONAVIRUS - see reverse side of Newsletter

Can look like a 'Common Cold', or have more severe symptoms of Fever, Sore Throat & Cough. We have encountered some patients with 'loss of taste or smell, and/or 'blue toes'. 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

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

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) 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 + 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 to lethargy, no urine output for > 12 hours, no tears produced with crying.

URGENT CARE & EMERGENCY ROOM - PLEASE CALL FIRST! 'CONVENIENCE CARE' THAT MAY NOT ALWAYS BE THE 'BEST'

We have frequently been disappointed in the quality of pediatric decision making at some urgent care facilities. Due to the persistent presence of coronavirus in our community, however, we are frequently recommending the Pediatric & Adolescent Urgent Cares as the preferred sites for an examination and covid testing. *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.

STRAINS/SPRAINS & OTHER INJURIES

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 the many handouts & tip sheet on our Website

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

- *Cold compress* is advised for any swelling
- Cleanse, frequently, with 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

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