



# WHAT'S HAPPENING at Century-Airport Pediatrics at Caritas

**SPRING/SUMMER 2024** 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 and at special visits for Behavioral Health Issues.**

**Our two Mental Health Counsellors, Becca & Mara** continue to provide **very high quality care**, within our office. We continue to try to find ways to assist the patients who are on their **Waiting Lists** at the present time.

## OUR STAFF

Dr. 'TONY' Vetrano, Dr. 'JEN' Roller, Dr. 'LAURIE' Kasnicki  
 Nurse Practitioners ..... Elena, Jamie (also lactation), Keaira, Christina  
 Nurses ..... Amy, Bobbi, David, Kristen, Matthew, Melissa, Tracy  
 Medical Assistants ..... Jessica, Theresa  
 Mental Health Counsellors ..... Becca, Mara  
 Reception ..... Alexis (Lexi), April, Diane, Heather, Jean, Jessica, Kelsei  
 Billing Office ..... Colleen (coordinator), Jackie  
 Operations Manager ..... Kim W.; 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.**

Please check our website and portal for updates. We are continuing to make improvements. Instructions for joining the Patient Portal, as well as Information on all of our **important Office Policies, are on the WEBSITE for review.**

## SCHEDULING & CANCELLATION/NO-SHOW POLICIES AND THE PORTAL

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). This includes scheduled Tele-Med Appointments.** We encourage the use of our answering machine (and the portal) after hours, to leave a message, thus assisting with convenience of notification. Bring Current **Insurance Card** to Every Appointment.

As mandated by health insurers, **co-pays are due at time of visit.** A fee may be assessed if unable to pay at time of visit.

## 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!**

## \*\* NEW OFFICE HOURS AS OF APRIL 15th, 2024 \*\*

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

- Mondays, Wednesdays, & Fridays ..... 8:00am --- \*\*5:30pm\*\*
- Tuesdays & Thursdays ..... 8:00am --- \*\*7:00pm\*\*
- Saturdays ..... 8:00am --- \*\*1:00pm\*\*
- Sundays & Holidays..... 10:00am --- 12:00pm\*\*

**LATE IN THE DAY SICK APPOINTMENTS AND SUNDAY 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.

## C-AP NOW CLOSED TO NEW FAMILIES

We regret that we can no longer continue to accept new families into our Practice. Over the last few years, we have experienced a decline in the number of doctors at C-AP. **We will accommodate siblings of existing patients; and we will try to accommodate family members of existing patients.** 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 completed accurately.** We ask for your **patience; it could take up to 2 weeks (we'll try for sooner)** to provide accurate completed forms.

## 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.

**Medicaid Transportation Line** = 1-800-651-7040 (need form 2015 on file for cab)



[www.century-airportpeds.com](http://www.century-airportpeds.com)

### COVID-19 UPDATE

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 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 CHILDREN FROM 6 MONTHS-OLD THROUGH 11 YEARS-OLD (UP TO 12TH BIRTHDAY).**

**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.**

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. 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, but is encouraged at home.**

### 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) OR 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.

### URGENT CARE & EMERGENCY ROOM - PLEASE CALL FIRST!

#### 'CONVENIENCE CARE' THAT MAY NOT ALWAYS BE BEST CARE!

**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 may recommend 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)

**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*
- Always **CALL IF** an Open Wound
- Always **CALL IF** Confusion or Vomiting after Head Trauma

#### 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

- 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 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. Reminder that most OTC meds can be purchased without a prescription, at very discounted rates, with a Medicaid prescription card.

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