



FOR IMMEDIATE RELEASE

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ADVANCED PEDIATRIC ASSOCIATES PUTS PATIENTS FIRST FOLLOWING FLOODING FROM FIRE SERVICE WATER PIPE BREAK AT SMOKY HILL & HIMALAYA

Employees at Advanced Pediatric Associates work overtime to make sure the needs of their patients are met during the temporary closure of their office at Smoky Hill & Himalaya.

Around 4 pm on August 2, 2016, a pressurized fire service water pipe ruptured in the Village Plaza at Smoky Hill professional building at 5657 S. Himalaya Street. The rupture quickly caused a significant volume of water to flood the first floor, including the Advanced Pediatric Associates' office in suite 100. To ensure their safety, Advanced Pediatric Associates quickly evacuated patients from the building. The Centennial Fire Department responded, turning off all power and water to the building and alerting city officials.

To protect public safety, city officials closed the entire building until their structural engineers could do a thorough inspection. Belfor, a water damage restoration company, was called in to remove the water. Damage to Advanced Pediatrics' office in suite 100 is extensive, requiring major repairs to the interior walls and full replacement of the flooring and many of the contents inside. Unfortunately, the flooded first floor also housed the central phone server for the entire practice, including the call center, nurse triage department, ADHD/referrals department, business and billing office, and all four patient care locations. Without power to the central phone server, phone and fax service to all departments and locations was sporadic for approximately two weeks, until the phone service provider was able to provide the practice with access to an interim system. While this interim system has restored most phone service to the practice, some features are still limited (including call transfers and voice mail to certain extensions).

Despite these challenges, the employees at Advanced Pediatric Associates responded quickly to ensure that the needs of their patients would be met while the damage was being assessed and repaired. "It is in times such as these that true exceptionalism presents itself," said Dr. Stephanie Stevens, physician and partner at Advanced Pediatrics' Centennial office. "We are so proud of the way our providers and staff have come together as a team to put the needs of our patients first and foremost." The very next day, Advanced Pediatrics' Centennial office providers began seeing patients at their Parker and Aurora offices, and their support staff worked overtime calling patients to reschedule appointments. Within days, their IT staff had put a temporary phone system in place, and their call center, nurse triage department, and ADHD/referrals department quickly relocated to an offsite location.

The Village Plaza at Smoky Hill building owner and restoration company are estimating that it will take approximately 90 days to rebuild and repair the interior of Advanced Pediatrics' office at Smoky Hill and Himalaya. Recently retired physician, partner and founder of Advanced Pediatric Associates, Dr. Michael Kurtz, has volunteered to work with restoration crews on repair plans -- so that current partners can focus

on accommodating the needs of their patients during the temporary closure of their office at Smoky Hill and Himalaya. **Advanced Pediatric Associates expects to reopen the Centennial office mid-November, 2016. Until then, Centennial office providers will see their patients at Advanced Pediatrics' locations in Aurora and Parker.** "We would like to extend a special thank you to our patients for their understanding and patience during this difficult time," said Dr. Freeman Ginsburg, senior partner at Advanced Pediatric Associates. "We thank our Centennial patients for traveling to one of our other locations while crews work to repair our office at Smoky Hill and Himalaya. And we thank patients at our other office locations for welcoming our Centennial patients over the next couple of months."

Advanced Pediatric Associates provides pediatric healthcare to children from birth through college, and has locations in Aurora, Centennial, Parker and Denver, Colorado. Appointments may be made by calling the Patient Care Line at 303-699-6200. To learn more about Advanced Pediatric Associates, visit www.AdvancedPediatricAssociates.com.