



Hand in Hand News

A Quarterly Newsletter from Advanced Pediatric Associates

Advancing Pediatric Care for Our Patients!

Big enough to meet your needs ... small enough to show we care!

The partners at Advanced Pediatrics have taken special care to develop a model for pediatric care which combines the benefits and services of a larger group practice with the personalized care of a smaller physician office. Our customer service slogan is, *"Big enough to meet your needs ... small enough to show we care!"*

Big enough to meet your needs ...

With three neighborhood offices, twenty one pediatric health care providers, a large support staff, and thirty-six years of experience, Advanced Pediatrics is able to provide a wide variety of services to our patients. Some of the services and benefits that our size and experience allow us to offer include:

- ◆ Same day acute care for illness / injury.
- ◆ Saturday appointments for sick children and newborns.
- ◆ An after hours service and on call physician whenever our office is closed.
- ◆ A nurse advice line staffed with registered nurses to answer questions regarding health / behavior concerns.
- ◆ A sophisticated electronic medical records system allowing instant access to medical records at all office locations **and** instant transfer of prescription requests to a patient's pharmacy for immediate pick up.
- ◆ Care programs for adolescent/gynecology, asthma, ADHD, mental health and weight issues.

- ◆ Free prenatal visits for expectant parents / Newborn nursery visits to many area hospitals / Lactation Counseling for breastfeeding mothers.
- ◆ Clinical committee which meets regularly to review the latest advancements in pediatric care.
- ◆ Close relationship with specialists and staff at The Children's Hospital.
- ◆ Ongoing participation in University of Colorado Health Sciences Center pediatric teaching program.
- ◆ Comprehensive website with home care advice for many common illnesses and injuries.
- ◆ Quarterly newsletter available on website and in offices (e-mailed directly to patients starting fall 2008).

Small enough to show we care ...

Our goal is to provide personalized, compassionate care to each and every patient we serve. We encourage patients to build a relationship with our providers by scheduling well care and follow up appointments in advance with the provider of their choice. Our highly trained staff is dedicated to providing our patients with the very best in customer service. We value our patients and want to do our very best to meet their needs and expectations! As part of our ongoing customer service effort, we will be distributing customer service surveys occasionally over the coming months and appreciate any feedback from our patients on how we might further improve our service.

Working to Build a Better Community!



Advanced Pediatrics Sponsors Parker Chamber "Picture Show"!

For the third year in a row, Advanced Pediatric Associates will sponsor the Parker Chamber of Commerce "Picture Show". On five Saturday nights this summer, Parker families are invited to bring their families, blankets and lawn chairs and enjoy a free outdoor family movie night. Pre-show entertainment begins at 7:15 pm, followed by a family movie on an inflatable big screen. Low cost refreshments are available at an additional charge. Advanced Pediatrics is a *"Friends of Film"*

sponsor for the first four movie nights, and the *"Pre-show Entertainment"* sponsor for the **Aug. 30 Bee Movie**, where pre-show entertainment sponsored by APA will include a family variety show with magic and juggling provided by Ann Lincoln. The Parker Chamber "Picture Show" is located at O'Brien Park in Parker (Parker Rd. & Main St.). Movie dates for the Parker Chamber "Picture Show" are:

- | | |
|-------------------------------|---------------------------|
| June 28 - Transformers, PG 13 | Aug. 16 - Stardust, PG 13 |
| July 12 - No Reservations, PG | Aug 30 - Bee Movie, PG |
| July 26 - Hairspray, PG | |

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Hand in Hand for Healthier Children



Voted "Best in Pediatrics" by Kids' Pages Magazine!

The votes have been counted and the winner announced! Advanced Pediatrics was recently voted "Best in Pediatrics" by Kids Pages Magazine! The Kids' Pages website received votes from over 200,000 visitors in their "Best Places for Families" poll which rated a wide variety of family friendly businesses including services, parks, museums, activities and healthcare. We would like to offer our sincerest thanks to all of our patients who voted for

us in this local contest! With a commitment to the latest advances in clinical care, customer service and technology, Advanced Pediatrics is dedicated to providing families with the services they are looking for in pediatric care!



Summer Well Care

Just a reminder that if your child will be playing high school sports or going to camp this summer, he or she will need an up to date physical exam. In addition, there are new vaccine requirements for children entering kindergarten, 6th and 10th grades. If it has been over a year since your child's last well care exam, please schedule an appointment as soon as possible. Appointments for well care may be made two months in advance of the scheduled visit.

Welcome Suzanne L. Rogers, DO!



Suzanne L. Rogers, DO

Dr. Suzanne Rogers graduated from the University of New England College of Osteopathic Medicine in 1999, followed by a residency in pediatrics at University of Maryland Medical System. Dr. Rogers has a long history of involvement

in health care. Prior to attending medical school, Dr. Rogers practiced as a registered nurse and paramedic coordinator within the Emergency Medical System in Los Angeles. She joined Advanced Pediatrics in July 2008, following six years as a pediatrician in Austin, Texas, Colorado Springs, and, most recently, with The Children's Hospital Network of Care in Denver where she is a member of the clinical faculty. Dr. Rogers is a Fellow of the American Academy of Pediatrics, a board member of the

Colorado chapter of the American Academy of Pediatrics and is certified in neonatal and pediatric advanced life support. Her interests in pediatrics focus on allergy and asthma, dermatology and ADHD. Her personal interests include travel, reading, biking and spending time with family and friends. She is married with one son. She and her family are happy to be back in Colorado and are looking forward to all that Denver has to offer!

Remodeling Brings More Exam Rooms to Centennial Office!

This summer we will be doing some remodeling at our Centennial office to accommodate the needs of our growing patient base. We will be adding three new exam rooms and new provider offices, as well as rearranging some

of the office space for our call center, medical records and referrals departments. Please pardon our dust as we make these improvements to our office. We expect to have all remodeling completed by the fall. Once these improve-

ments have been made, we will be able to offer additional appointments at our Centennial office.



New Financial Policies

Advanced Pediatrics is in the process of updating and revising its financial policies. Many, if not most, of our patients are well aware of the changes within the health insurance industry over the past several years. Many of these changes have resulted in an increase of patients' financial responsibility for the health care services they receive. This means that our patient business office is now spending more time collecting balances directly from patients. In order to improve the efficiency of this process, we have updated our financial policies to better manage these new changes.

Patients will receive a copy of the new policies beginning in July. Some significant changes include:

- ◆ A billing charge for co-payments not made at the time of service.
- ◆ Payment required at time of service from patients with no insurance or patients unable to present proof of insurance.
- ◆ Past due accounts greater than 60 days are subject to third party action.

- ◆ Patients will soon be able to pay their balance on-line on the APA web-site.

Our fee schedule has been developed to be consistent with usual and customary charges in the community. We believe that our financial policies are reasonable and fair, and we continue to provide many of our services at no charge to our patients — for example our nurse advice line and completion of medical forms. Please feel welcome to contact our office managers or our administrator with any questions you may have regarding these changes.

APA Welcomes New Pediatric Residents!

As part of our ongoing participation with The Children's Hospital residency program, Advanced Pediatrics welcomes pediatric residents Colleen Muzynoski, MD and Katie Walsh, MD to our Aurora office. Dr. Muzynoski is returning to our office for her final outpatient rotation under the supervision of Dr. Freeman Ginsburg, who has worked with Colleen over the past three years. Dr. Walsh is beginning her first outpatient rotation at our office under the supervision of Dr. Brad Kurtz. Pediatric residents from the University of Colorado Health Sciences Center have completed their medical degree and are working to gain clinical pediatric experience under the direction of a practicing physician in order to be certified by the American Board of Pediatrics. Appointments are available at the Aurora office with our resident pediatricians at a 50% discount for patients with no insurance. For patients with insurance, these appointment are billed according to standard billing procedures.



Health and Safety Tips



Nutrition Tip for Summer – “On-the Go” Nutrition!

Along with baseball games, trips to the pool and summer outings comes the need for quick, convenient and healthy snacks. Many parents buy prepackaged granola and cereal bars to fill the need for a healthy, between-meal energy snack or quick on-the-go breakfast. Most parents assume that granola and cereal bars are high in nutritional value, but some brands are better choices than others. The following tips are provided to help parents select those

higher in nutritional value:

- ◆ Look for bars made from whole grain and marked low-fat and low (or reduced) sugar. Some granola bars are laden with sugar and fat, making them little better than candy bars.
- ◆ Avoid bars dipped in fudge or yogurt (made from powder without active cultures).
- ◆ Many bars that claim to contain real fruit, actually are made primarily with “high fructose

corn syrup” or juice concentrates.

- ◆ Read labels - look for bars high in fiber, vitamins and minerals, and low in saturated/trans fats and sugar.
- ◆ When possible, skip the bars and pack whole grain crackers, fresh fruit, and low-fat cheese for an even better quick, on-the-go snack.



Protecting Skin in the Sun

Infants Under 6 Months

- ◆ Avoid sun exposure and dress in lightweight long pants, long-sleeved shirt and hat.



- ◆ When adequate shade and clothing are not available, apply sunscreen with a **minimum of 15 SPF** to any exposed area.

- ◆ *Note, burns can occur through clothes.*

Children Over 6 Months

- ◆ Whenever possible, cover up with cotton clothing with a tight weave, brimmed hat and sunglasses that block 99 - 100% of ultraviolet rays.
- ◆ Stay in shade when possible and limit sun exposure during peak intensity hours between 10 am and 4 pm.
- ◆ Apply sunscreen at least thirty minutes before going outside even on cloudy days.

- ◆ Use two coats of a broad-spectrum sunscreen product (that blocks out both UVA and UVB rays) with **at least 15 SPF**.
- ◆ Be sure sunscreen is waterproof.
- ◆ Reapply sunscreen **at least** every two hours, or after swimming or sweating.
- ◆ Use caution near water, snow and sand which may reflect UV rays.

Growing Pains - What’s Normal?

According to the American Academy of Pediatrics, up to 40% of children between ages 3 - 5 and 8 - 12 experience “growing pains”. Growing pains typically occur at night (sometimes in the late afternoon) and are most often characterized by sharp, throbbing pains in the muscles (not joints) of the legs that are gone in the morning. Normal growing pains can usually be relieved by the following helpful techniques:

- ◆ Massaging the aching area until the pain subsides.
- ◆ Applying a heating pad to the area.
- ◆ Helping the child gently stretch and flex the area until the pain passes.

- ◆ Giving the child a single, weight-appropriate dose of ibuprofen or acetaminophen.

If pain is not relieved by these suggestions, is persistent, or is accompanied by any of the following, please call our nurse advice line to discuss whether your child should be seen by one of our providers:

- ◆ Swelling or tenderness in a joint.
- ◆ Fever or rash.
- ◆ Limping or weakness.
- ◆ Injury to affected area.
- ◆ Interference with usual childhood activities.

Classic growing pains are different from the pain associated with rapid growth during puberty, when rapid bone growth often outpaces muscle and tendon flexibility. This rapid growth pain can interfere with sports and activities and may be treated with flexibility exercises, ice and periods of rest between activities. If your teen is experiencing persistent pain from rapid growth (typically in the knee and heel), please make an appointment to have the pain evaluated by one of our providers.



Teen Suicide - Spotting the Warning Signs



Did you know that suicide is the third leading cause of death among preteens, teens and young adults? According to a study by the Centers for Disease control, suicide rates among teens shot up 8% in

2003/04 — the largest increase in 15 years. Suicide rates among girls rose at alarming rates, with a 76% increase among girls ages 10 - 14 and a 32% increase among girls ages 15 - 19. Since 2004, prescribed antidepressant usage among teens has decreased due to concerns about the possibility of increased suicidal thoughts among teens taking these medications.

Current thinking is that this decrease in medication use may actually be contributing to the spike in teen suicides, as teens may not be getting the help they need. According to the American Academy of Pediatrics, most teens who kill themselves (more than 90%) show some signs of a mental health problem like depression before they take their life. If your teen shows any of the following “red flags” for risk of suicide, please call our nurse advice line immediately so that we may schedule an appointment with one of our providers or recommend a consultation with a mental health specialist:

- ◆ Talking about suicide, death or “going away”.
- ◆ Giving away possessions they “will no longer

be needing”.

- ◆ Unrealistic plans/goals or feeling trapped, hopeless or without purpose.
- ◆ Losing interest in family/friends/activities.
- ◆ Having difficulty concentrating.
- ◆ Experiencing dramatic changes in mood, eating or sleeping habits.
- ◆ Engaging in reckless/self-destructive behavior (cutting, drug/alcohol abuse).
- ◆ Feeling especially agitated, anxious, panicked, impulsive, angry, or aggressive.
- ◆ Appearing increasingly restless or excited (often with fast, driven speech).



Focus on Wellness



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Preparing Your Family for an Emergency

Teaching Your Child to Use 911

Teaching your child how to use 911 is one of the most valuable lessons you may ever share with your child. Today 911 service covers nearly all of the population of the U.S., making it possible to dispatch emergency personnel quickly to a wide variety of emergencies. The Children's Hospital in Denver recommends the following steps to teaching children how to use 911:



- ◆ Discuss with your child what he or she should do in various emergencies including a house fire, an intruder in the house or at the door, or a medical emergency such as an injury, choking, heart attack etc. Role playing is especially helpful in giving children the confidence they might need to handle such an emergency. If you have special circumstances in your home, such as an elderly grandparent or person with a known medical condition, prepare your child by discussing specific emergencies that could occur and how to spot them.
- ◆ Talk to your child about who the emergency personnel are in your community — police officers, firefighters, paramedics, 911 operators — and what kinds of things they do to help people that are in trouble.
- ◆ Help your child to learn what is an emergency and what isn't (skinned knee, lost pet, stolen bicycle). However, reassure your child that if there is ever a doubt and there is not an adult around to ask, it is always better to be safe than sorry and a 911 operator will be happy to help them.
- ◆ Make sure that your child understands that calling 911 as a joke is a crime and can delay getting help to someone who actually needs it. Tell them that calls can be traced back to their home or cell phone, so officials will know who made the call.
- ◆ Although most 911 calls are now traced to the address they come from (and GPS can even locate most cell phone calls), it is important for your child to memorize his or her own home phone number and address for confirmation so that time isn't lost sending emergency workers to the wrong address. If you live in an apartment building, your child should also know the apartment number and floor.
- ◆ Always refer to 911 as "nine-one-one" and not "nine-eleven". In an emergency a child may be confused trying to find the "11" button on the telephone.
- ◆ Role play with your child how to make a 911 call. Make sure your child knows that it is ok to give personal information to the 911 operator. Practice some of the questions the operator will ask, including:
 - Where are you calling from? What is the address?
 - What type of emergency is this?
 - Who needs help?
 - Is the person awake and breathing?
- ◆ Explain to your child that it is ok to be frightened in an emergency, but that it is important to stay calm, speak slowly and clearly, and give as much detail to the 911 operator as possible. If your child is old enough to understand, you should also explain that the 911 operator may give first-aid or safety instructions before the emergency workers arrive.

Are You Ready for a Disaster?

Visit the following webpages to download suggestions for disaster planning, including supply lists for putting together a family disaster preparedness kit.

American Academy of Pediatrics - 4 Steps to Prepare Your Family for Disasters

www.aap.org/family/frk/FOURstepsFRK.pdf

Home Safety Council - Are You Ready for a Disaster?

www.homesafetycouncil.org/safety_guide/sg_disaster_p001.pdf

Is Your Home Set Up to Handle an Emergency?

- ◆ Make sure your house number is clearly visible from the street so that police, fire or ambulance personnel can easily locate your address.
- ◆ Keep a list of emergency phone numbers near each phone for your children or babysitter. Included in the list should be 911, police, fire, doctors, parents' work and cell/pager, and phone numbers of close family, friends and neighbors. This list should also include known allergies (especially to medications), medical conditions and insurance information.
- ◆ Keep a first aid kit handy and make sure your child and babysitters know where to find it. When your child is old enough, teach him or her basic first aid.

Hand in Hand for Healthier Children