



Hand in Hand News

A Quarterly Newsletter from Advanced Pediatric Associates

Advancing Pediatric Care for Our Patients!

Electronic Medical Records System (EMR) brings improved patient care, better customer service, and a centralized Referrals / ADHD Department!

Improved Patient Care

Our new EMR helps us to provide improved patient care by allowing our providers to more efficiently analyze a patient's medical history. With the EMR, our providers are able to quickly search a patient's medical record based on specific criteria (ie., previous ear infections) and are provided an automated alert of medicine allergies and drug interactions. In addition, our new EMR gives our providers quick access to a library of patient educational materials which can easily be printed for the patient. Finally, the new EMR helps provide consistent and comprehensive care by giving our providers access to all of our patient records at each of our office locations, regardless of where a patient is normally seen.

Better Customer Service

Our new EMR helps our staff to provide better customer service to our patients. One feature parents really appreciate is our ability to immediately transfer prescription requests via e-mail directly to the pharmacy, so that the prescriptions are ready to pick up following a child's appointment. In addition, our new EMR updates a patient's vaccine records into the Colorado Immunization Registry, keeping our patients immunization records more accurate and easier to access and print for immunization record requests.

Centralized Referrals/ADHD Department

Now that all of our patients' medical records can be accessed from any office location, Advanced Pediatrics has been able to centralize its Referrals/ADHD Department, which will be located at our Centennial office. This will allow improved service to our patients who need to schedule a referral with a specialist or coordinate care for ADHD evaluation and treatment. This centralization has allowed Advanced Pediatrics to provide for more efficient communication and follow up between our staff and specialists. Before centralization, each of our office locations had a single referrals specialist to coordinate care for that specific office location. Now our entire referrals department is available to assist patients with specialist referrals or ADHD coordination of care regardless of office location. When a referral is ordered by one of our providers, one of our referral specialists will contact the patient's insurance company and request authorization. Once the insurance company responds, we will call the patient's family with the authorization and specialist information. Normally this process takes a minimum of 4 - 5 business days, however, **most insurance companies respond to emergency referrals within 24 hours.** Our Referrals/ADHD Department now has a centralized phone number, offering a more direct route to get to the department and increasing the chance of speaking to a referrals specialist directly. Please contact one of our referrals specialists at **720-974-7188** if you have a question regarding a specialist referral or ADHD coordination of care.

Working to Build a Better Community!

Advanced Pediatrics Partners with Parker Recreation "Kids Living Active" Campaign.

In an effort to promote healthy active living and prevent childhood obesity, Parker Recreation Fitness Division has introduced its new "Kids Living Active" program - a series of challenges, events and classes designed to increase kids' activity levels while teaching how fun fitness can be. Advanced Pediatrics is working closely with Parker Recreation as a sponsor of this campaign and as a champion in the fight to prevent childhood obesity. Upcoming activities in this ongoing campaign include:

Kids' Marathon Challenge, Oct. 1 - 31. Children ages 6 - 12 are encouraged to log 26.2 miles of activity however they choose and will receive a prize for finishing.

Kids' "Try"-athlon, Sat. Oct. 4. Children ages 6 - 12 display their swimming, biking and running skills in a non-competitive atmosphere.

Kids' Bike N' Blade Club. Children ages 8 - 13 can hit the Cherry Creek Trail with a Parker Recreation instructor.

For more information visit www.ParkerRec.com or call 303-841-4500 or 303-805-6300.

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**New Combination Vaccine
Reduces Needle Sticks!**

Beginning in November, we will begin offering the new Pentacel vaccine for infants. Pentacel is the first 5 - in - 1 pediatric combination vaccine for immunization against diphtheria, tetanus, pertussis, polio and Hemophilus influenzae type b (HIB).



Hand in Hand for Healthier Children



Time to Schedule Flu Shots!



Influenza is a serious virus which causes fever, sore throat, chills, cough, headache and muscle aches. While most people are ill with influenza for only a few days, some get much sicker and may need to be hospitalized. **The American Academy of Pediatrics recom-**

mends that all children over 6 months of age receive the flu vaccine in order to be protected from the flu virus. In addition, the AAP also recommends parents of babies under 6 months of age and expectant mothers receive the vaccine. Please call our Central Appointment Line to schedule a visit for a flu shot at your earliest convenience. In addition to week-day appointments, we will be scheduling sev-

eral Saturday morning flu clinics in Oct. & Nov. Children under 9 years of age may require 2 doses, administered one month apart. The influenza vaccine is covered by most insurance companies, but not all. Please consult with your insurance provider if you have questions concerning your coverage. Parents of babies under 6 months of age and expectant mothers may also be vaccinated in our office

Managing the Busy Season

Calling Us on the Telephone

Our phone lines open at 7:30 a.m. We recommend calling early if your child is ill and needs a same day appointment. Our appointment line is busiest from 8 - 10 a.m., especially on Mondays. If you are calling for a well-care or consultation appointment, please consider calling us in the afternoon.

Finding Parking

Centennial Office - Additional parking on the top level of our building can be located by driving around to the back side of our building and entering the upper level parking lot.

Parker Office - Valet parking can be found at the main hospital and emergency entrances at no charge. Construction is underway to provide additional parking at Parker Adventist. **Please allow extra time for parking and getting to our office until the construction is completed.**

Saturday Appointments

Our Centennial office is open Saturday mornings from 8 am - 11 am for sick visits and newborn appointments. If your child is sick and needs to be seen on a Saturday, please call to make an appointment first thing in the morning.

When Your Child is Sick After Hours

When our office is closed, please call our Central Appointment Line at 303-699-6200 and our answering service will have one of the registered nurses from The Children's Hospital After Hours Service return your call to evaluate the situation and make recommendations for medical care. Depending on the situation, these nurses may advise home care, forward a message to our on call physician, or advise you to take your child to be seen at an emergency room or urgent care center. We recommend The Children's Hospital (in Aurora or at Parker Adventist) for urgent care after hours.

Importance of a Medical Home

The American Academy of Pediatrics recently released a public service announcement regarding the importance of consistent pediatric care provided by a primary care physician. An excerpt of this announcement reads: *Parents need to be cautious when considering seeking care for their children at in-store clinics... Consistency is key to proper health care. With every visit and phone call, the pediatrician is*

learning about your child's health care needs, enabling her to make decisions with complete knowledge and information. This is why children's health care is ideally delivered or coordinated through the child's "medical home," the office of the primary-care pediatrician. In store clinics and urgent care centers ... don't offer the comprehensive medical evaluation and treatment that your child's pediatrician would.

The providers at Advanced Pediatrics recommending contacting our office **anytime** your child needs to be seen. Our daily schedule is designed to allow same day acute care, providing consistent and comprehensive pediatric care. Even information received from our after hours service is integrated into your child's medical record to ensure it is complete and care is consistent.

New Financial Policies

Due to a number of changes within the health insurance industry, we have made some recent changes to our financial policy in order to improve the efficiency of our payment process. Please visit our website, or pick up a copy of our new financial policy at your next appointment to learn about these important changes. 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.
- ◆ A "no-show" visit charge has been implemented.
- ◆ 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.

Please feel welcome to contact our office managers or our administrator with any questions you may have regarding these changes.

Free Parenting Seminars at The Children's Hospital



The Children's Hospital is offering **FREE** parenting seminars. Space is limited, so register early by calling: 720-777-5437.

The Tumultuous Teen Years - David W. Kaplan, MD, MPH, Head of Adolescent Medicine at The Children's Hospital, Oct. 14 & 22, 7:00pm - 8:30pm.

Talking About Toddlers - Ayelet Talmi, PhD, Infant & Toddler Specialist at The Children's Hospital, Oct. 16 & 28, 7:00pm - 8:30pm.

Counting Sheep (bedtime issues) - Bart Schmitt, MD, Pediatrician at The Children's Hospital and award-winning author of Your Child's Health, Oct. 21st, 7:00pm - 8:30pm.

Oh, Poo! (potty training) - Bart Schmitt, MD, Director of the Encopresis/Enuresis (bowel/bladder) Clinic at The Children's Hospital and award-winning author of Your Child's Health, Oct. 23rd, 7:00pm - 8:30pm.

For information & location of seminars see:
www.thechildrenshospital.org/parenting



Health and Safety Tips



Nutrition Tip for Fall – Is Your Child Getting Enough Calcium?

According to the American Academy of Pediatrics, “getting enough calcium during childhood and adolescence is necessary for peak bone mass development, which may help reduce the risk of fractures and osteoporosis later in life.” The most important period of bone development occurs between 9 - 18 years of age. The AAP recommends that children ages 4 - 8 consume 800 mg (3 servings) calcium daily and children ages 9 - 19 consume 1,300 mg (4 servings) calcium daily. How can

you get your kids to consume enough calcium?

- ◆ Drink milk instead of soda at meals.
- ◆ Boost the calcium in salads with garbanzo or kidney beans, cheese, broccoli, or almonds.
- ◆ Choose low fat cheese, yogurt, smoothies (made with yogurt), flavored milk or milkshakes for a treat.
- ◆ Use low-fat yogurt on its own or with fresh fruit. Add it to pancakes or waffles, shakes,

salad dressings, dips, and sauces.

- ◆ Try calcium-fortified juice and calcium-fortified waffles or cereal for breakfast.
- ◆ Add powdered milk to foods.
- ◆ Still not enough calcium daily? Try chewable “Viactiv” calcium supplements.



Preventing Viruses

Cold weather is approaching and along with it come viruses such as influenza and the common cold. Advanced Pediatrics recommends the following common sense approach to preventing viruses:



- ◆ Don't forget to schedule a flu shot!
- ◆ Eat well balanced meals, drink enough water, and get plenty of exercise and rest.
- ◆ Wash hands or use an alcohol based hand sanitizer frequently, especially after being in public or around anyone who is ill.
- ◆ Teach your children to turn their heads and cough or sneeze into a disposable tissue, or

the inside of their elbow if a tissue is unavailable.

- ◆ Remind children to avoid touching their eyes, nose or mouth with their hands, and not to share anything that goes into the mouth.
- ◆ Avoid close contact with those who are ill and keep your children home when they are sick.

- ◆ Be sure your child takes antibiotics exactly as prescribed, completing the full dose.
- ◆ Never give your child antibiotics without a prescription.
- ◆ Don't pressure your provider for antibiotics if your child has a virus.

A Reminder about Using Antibiotics

Antibiotics are only effective against bacterial infections, **NOT VIRUSES**, and frequent and inappropriate antibiotic use leads to the development of antibiotic-resistant bacteria. For proper antibiotic use:

The common cold and influenza are both **VIRUSES** and cannot be treated with antibiotics (although sometimes antibiotics are necessary to treat secondary infections of the ear, sinuses or lungs).

Is it a Cold or the Flu?



People often confuse the common cold with the flu (influenza). Both are respiratory infections caused by a virus, but the flu is more severe and carries different symptoms and complications. Generally a cold will resolve on its own, although it can occasionally lead to secondary bacterial infections of the middle ear or sinuses (which can be treated with antibiotics). Sometimes, however, parents mistake the flu for a bad cold, and serious flu complications like pneumonia may be overlooked that might have been prevented with antiviral medications. The following helps to distinguish a cold from the flu:

Common Cold

Typically, colds begin slowly, two to three days after infection with the virus. The first symptoms are usually a scratchy, sore throat, followed by sneezing and a runny nose. Temperature is usually normal or only slightly elevated. A mild cough can develop several days later. Cold symptoms usually last from two days to a week.

Influenza

Signs of the flu include sudden onset with a headache, dry cough, and chills. The symptoms quickly become more severe than those of a cold. Muscle aches in the back and legs and fever of up to 104 degrees are common. The fever typically begins to subside on the second or third day, and

then respiratory symptoms like nasal congestion and sore throat appear. Fatigue and weakness may continue for days or even weeks.

If you believe that your child might have the flu, call our central appointment line to make an appointment with a provider for evaluation and treatment.

The American Academy of Pediatrics recommends over the counter cough and cold medicines NOT be used for children under 6 years. They have been found ineffective for younger children and can actually be harmful when given improperly or in combination with other medications.

Importance of Vaccines

Largest Measles Outbreak in U.S. in Decade

In the first 7 months of 2008, 131 cases of measles have been reported in the United States - the highest number in 12 years! Among those infected, 91% were unvaccinated or of unknown vaccination status. The MMR vaccine saves lives each year: complications from the measles can result in seizures, brain damage and death.

Dramatic Drop in Chicken Pox/Related Deaths

Since the chicken pox vaccination program was introduced in 1995, the incidence of chicken pox has declined by 90% and related deaths among children has declined 89%. Complications from the chicken pox can include severe skin infection, scars, pneumonia, brain damage and death.

Pertussis Vaccines for Parents of Newborns

According to a new study, immunizing parents while they are in the hospital caring for a newborn is an effective way to prevent spreading pertussis (whooping cough) to vulnerable infants. As pertussis can be especially dangerous to new infants, immunizing those who care for them is an effective method to create a “cocoon” of immunity around the infant.



Focus on Wellness



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Back to School Safety

Excerpts from the American Academy of Pediatrics



Backpack Safety

- ◆ Choose a backpack with wide, padded shoulder straps and a padded back.
- ◆ Pack light with heavier items closest to the center of the back. The backpack should never weigh more than 10 - 20 percent of the child's body weight. Consider a rolling backpack if contents are too heavy.
- ◆ Always use both shoulder straps, as slinging a backpack over one shoulder can strain muscles.

Traveling to / from School

On the School Bus

- ◆ Wait for the bus to stop before approaching it from the curb.
- ◆ Stay seated and wear a seat belt if available.
- ◆ Check for traffic before crossing the street.
- ◆ Make sure the bus driver can see you outside the bus.

In a Car

- ◆ Always wear a seat belt or use an age/size appropriate car safety seat or booster seat.
- ◆ Children under 13 years of age should always ride in the rear seat.
- ◆ If a teen will be driving, limit the number of teen passengers to prevent distraction and do not allow driver to eat, drink or talk/text on cell phone.

Bullying

Bullying can be either physical, verbal or social and occurs when one child (or a group of children) picks on another child repeatedly. It can occur in person or over the internet. According to the U.S. Department of Justice, about 28% of children report being bullied. Bullying damages a child's self esteem and can have long term consequences to their mental health. Because most kids don't tell their parents about bullying until it escalates, it is important for parents to be in tune with their child and question him about what is going on if they notice a change in behavior, appetite, sleep, performance or desire to go to school. What should you do if your child is being bullied?

- ◆ Talk with your child and reassure him that there is nothing wrong with him. Explain that most bullies don't like themselves and try to make others feel bad in order to make themselves look better.
- ◆ Get the school involved to discuss the issue and find ways to resolve the situation.
- ◆ Support activities that interest your child and encourage him to make friends with similar interests and values.

At Home Alone

Carefully consider whether your child is mature enough to be home alone after school. When you are comfortable (usually between 4th - 6th grade) start out with brief periods and practice the following in advance:

- ◆ Role play with your child what to do if the phone rings, someone is at the door, the power goes out etc.
- ◆ Teach your child to tell callers that you are "not available" and ask them to take message. A child should never tell callers he or she is home alone.
- ◆ Make sure your child knows how to use the phone, alarm system, garage entry code etc.
- ◆ Set rules for being home alone - having other friends over, cooking, television, chores and homework.
- ◆ Post emergency numbers next to the telephone - include 911, your cell phone and work numbers, and those of neighbors and family members who live nearby.
- ◆ Teach your child basic first aid and have a first aid kit and flashlight readily available.
- ◆ Have your child call you when he gets home from school, and again if he plans to leave the house.

On a Bike

- ◆ Always wear an approved bike helmet and bright colored clothing.
- ◆ Ride on the right side of the street and use appropriate hand signals.
- ◆ Respect traffic lights and stop signs and know the "rules of the road".

Walking

- ◆ Teach your child a safe route to follow and coordinate with other parents for kids to walk in groups.
- ◆ Teach children to avoid strangers and never accept a ride home without your permission.
- ◆ Practice safe pedestrian skills with your child - checking for traffic etc. - and carefully consider whether or not your child is mature enough to walk to school without adult supervision.

Hand in Hand for Healthier Children