



Kidsline

The Newsletter of Annapolis Pediatrics

www.annapolispediatrics.com

Spring 2009

Physicians and
Nurse Practitioners

Dwight Fortier, MD
Samuel Libber, MD
Katherine Edwards, MD
Stanley Weimer, MD
James Rice, MD
Margaret Turner, MD
Charles Parmele, MD
Sefanit Fassil, MD
Jennifer Corder, MD
Dana Kim, MD
John McGrath, MD
Mark Lester, MD
Valory Hill, MD
Anita Weissburg, CPNP
Gwyn Reece, CPNP
Julia Caschera, CPNP
Kay Gingell, CPNP
Roseanne Thompson, CPNP
Gina Friel, CPNP

Annapolis Pediatrics Medical Staff Dedicated to Giving

Medicine is more than just a job. For many, it's a reflection of their calling to help others. Over the years, we've highlighted some of the ways our doctors, nurse practitioners, and staff give back to their communities through volunteering and activism. This spring, we're featuring our very own Gwyn Reece, CPNP who is currently undertaking another big endeavor to raise money for an important cause.

Ms. Reece is currently training to participate in 2 triathlons as part of Team Fight, to raise funds and awareness for the Ulman Cancer Fund (UCF) for Young Adults. The UCF works to provide young adults and their families with a unique and comprehensive system of support, including providing education and resources to benefit young adults, their families and friends, who are affected by cancer, and to promote cancer awareness and prevention.



Patients may wonder why Ms. Reece, who dedicates her days to caring for pediatric patients, chose to compete in honor of a charity for young adults. "My participation will help raise money to accelerate funding for support programs and educational resources for young adults affected by cancer. From the moment I became familiar with the UCF I have been captivated by the

cause." The UCF statistics show that approximately 65,000 young adults in their 20's and 30's are diagnosed with cancer every year and cancer remains the leading disease killer among 20-39 year olds.

Ms. Reece will compete in the Columbia Triathlon on May 17th and is looking forward to the Aflac Iron Girl Columbia Triathlon on August 23.

This is not Ms. Reece's first effort to support adults fighting and surviving cancer. You may recall she was featured in the Fall 2007 newsletter after she donated her hair to Pantene Beautiful Lengths, a charity that provides wigs to women who've lost hair after treatment for breast cancer.

Please join us in supporting Gwyn Reece in her training and to support her cause. For more information on the UCF, please visit their website at www.ulmanfund.org. To follow Ms. Reece or to donate directly to her efforts, please visit www.active.com/donate/TF2009/gwyn.



"Giving" continued on page 4.

Annapolis

200 Forbes Street,
Suite 200
Annapolis, MD 21401
410-263-6363

Arnold

1517 Ritchie Highway,
Suite 205
Arnold, MD 21012
410-757-2200

Waugh Chapel

2401 Brandermill Boulevard,
Suite 205
Gambrells, Maryland 21054
410-721-0037

Kent Island

1630 Main Street,
Suite 201
Chester, MD 21619
410-604-2422

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Patient Survey Now Online

You may have seen the signs around the office, and we introduced it in our last issue, but it is worth repetition: The Patient Survey is now available to all our patients online.

When you visit our website, you can follow the link in the left-hand column to our Patient Survey. From here, you can log in to the survey, where you can offer general and specific feedback. Portions of the survey ask for information about particular office visits, while other questions ask about your experiences with the practice, overall.

While we can't guarantee that we will implement every suggestion we receive, we want you to know that we value your feedback and strive to provide the best possible care at all times. Annapolis Pediatrics is committed to continual improvement.

January, the first month our survey was up and running, started a little slow, but we think that once you try this quick and easy way to provide feedback, you'll be hooked! Most of the patients who participated in January were treated in Annapolis and Waugh Chapel. Our doctors and nurse practitioners receive glowing feedback online. Dr. Kim's patients participated most often last month, and complimented her "great manner with kids" and ability to "take time to speak with us."

A few patients asked about our well-child waiting areas. As you may know, we have a dedicated well-child area in our Annapolis office. This seating area is smaller than the rest of the reception area because we schedule a limited number of well-child visits at one time. We know that these areas can become crowded and we apologize for the inconvenience. We understand parents' concerns about exposure in our offices and do our best to limit exposure to the most contagious patients. We also encourage parents and patients to wash their hands with soap or use hand sanitizers which are placed throughout our office, including in the reception areas.

We are also happy to hear what our patients love about our practice! Patients tell us that they recommend Annapolis Pediatrics because, "The doctors, nurses, staff, and phone triage provide personal service; the feel of a small practice with the benefits of a large practice," also, "a great team of health professionals and wonderful hours to accommodate everyone."

We are proud of our talented and dedicated staff. While we have a bustling practice, especially in the winter with lots of seasonal illnesses, every one of us is committed to providing the very best care we can. Your feedback is essential to keeping us at our best and meeting your needs. Please, take a few moments to check out our survey online and let us know what we're doing right and what you'd like to see us improve. We are listening.



Dr. McGrath and nurse Diane

Happy Anniversary Kent Island Office

This spring we celebrate the 1st anniversary of our Kent Island office. We are appreciative of the kindness our Shore patients have shown and are happy to report that we are seeing a full patient schedule every day. Sometimes we schedule two providers in that office in order to meet the demand!

We look forward to growing with your families and thank you, our patients, for making our move to Kent Island so successful!



Dr. Kim receives
praise in survey.



Patient Policies—Important Reminders

Convenience is one of the ways Annapolis Pediatrics stands out from the crowd. We try to offer extended hours, phone triage, and many other services in order to make it as easy as possible for you to get excellent medical care for your children. Even with all the ways we try to make medical care accessible to patients, we have rules and protocols that must be followed.

Walk-In Hours are only for Annapolis Pediatrics patients

Sometimes people hear that we offer walk-in hours in the mornings and assume that we operate like Nighttime Pediatrics. We can only treat our patients. Patients who are new to the practice and have not been seen by one of our providers may come to walk-ins only if we already have a chart, including your medical records from your prior pediatrician.

School medical excuses can only be issued to patients that have been seen or treated by our medical providers

We know that children can be sick for several days without needing to see a doctor. However, a note from one of our providers attests that we witnessed their illness and know why the child missed school. If we did not know the child was sick, we can't verify their illness on mom or dad's say-so. We apologize for the inconvenience, but please know your school's policy on when a doctor's note is necessary and be sure to call us to have your child seen if you believe you will need a medical excuse.

We must have authorization to treat your children if you do not

accompany them to the office

We know your kids and we know you, but we don't know all your aunts, uncles, grandparents, nannies, or friends. If your child under the age of 18 comes to see us without a parent with whom they live, we can't offer medical care without written permission. In general, the law requires doctors to get consent from a parent or legal guardian before performing medical tests, procedures, or treatment on a minor. If you have a regular babysitter, it is a good idea to provide written authorization for him or her to seek medical treatment for your child. If you go out of town and grandparents come to stay, we advise the same.

The written permission rule also pertains to vaccines. Teenagers who come to our offices without their parent or legal guardian can't receive vaccines unless we have your written authorization to administer them.

If you want your child seen, he or she must be on our schedule

We've all been there, little Molly is in for a cold and congestion, and since her baby brother is here, too, can the doctor just peek in his ears? We try to accommodate parents with multiple children and we know that things "come up." However, so that we will have enough time for both your children, we ask you to request appointments for each child you want to be seen instead of just one. We don't want to rush through your child's exam, but we know that the next patient doesn't want to wait any longer than necessary. We are happy to schedule a larger appointment time for multiple children in one family.



Dr. Turner examines one of her newest patients.



Superior Healthcare for newborns,
children, adolescents and young adults

**Walk-Ins are weekday
mornings from 7:30–8:30
in the Annapolis Office,**

**Winter Hours are in effect
until April 12, 2009.**

Annapolis Office:

Mon-Thu: 8 a m – 9 p m
Friday: 8 a m – 5 p m
Saturday: 8 a m – 1 p m
Sunday : 9 am – 11 am

Waugh Chapel Office:

Monday: 8:30am – 7 pm
Tues-Fri:
8:30am – 5 pm

Kent Island Office:

Mon - Fri : 9 am – 5 pm

Arnold Office:

Mon - Fri : 9 am – 5 pm

**Summer Hours begin
April 13, 2009.**

The changes in summer hours are
below, everything else remains
the same .

Annapolis Office:

Mon-Thu: 8 a m – 7 p m

Waugh Chapel Office:

Mon-Fri: 8:30am – 5 pm

Giving, continued

Dr. Charles Parmele continues to serve on the Board of Directors of the Bowen Foundation for Autism. The Bowen Foundation strives to raise awareness and funds for the prevention, treatment, and education of autism spectrum disorders and to improve the lives of Marylanders living with these conditions. We are proud of Dr. Parmele's commitment to this wonderful organization and proud to sponsor their upcoming Bowen Foundation Run/Walk for a Cure for the second year. The second annual event will be held on Saturday, April 4 at Quiet Waters Park.

Do your part to help fight autism right here in our own community, register today for the Bowen Foundation for Autism's Second Annual 5K Run/Walk. For a registration fee of \$25, you will experience a full 5K race at beautiful Quiet Waters Park complete with prizes for the winning runners, informational displays and fun-filled activities for the whole family. Runners will begin promptly at 9:00 am; walkers will take their mark 10 minutes later. And know that 100 percent of net proceeds go toward helping those who need it most—families facing the fight against autism.

Another familiar name among the Annapolis Pediatrics medical staff volunteers is Dr. Jennifer Corder. Dr. Corder has participated in several medical mission trips to Honduras, where she serves on a team of

doctors and nurses providing routine care to rural populations. Primary care physicians, OB/GYNs, ENTs, and dentists work together to treat conditions that arise from chronic malnourishment, poor hygiene, and lack of medical care that is found throughout the Atima, Honduras area. In most instances they provide routine medical treatment, but they also treat common injuries and infections arising from such things as machete injuries. Such infections become life-threatening in individuals who have no access to antibiotics as we do. Other chronic medical conditions, including diabetes present enormous obstacles to people living without medical facilities and treatments that we are lucky to have.

Anyone interested in supporting Dr. Corder may do so by donating gently used summer clothing for all ages. They are also in need of cloth diapers and diaper pins, as well as reusable grocery or canvas tote bags. Kids also would be delighted to receive your kids' used soccer jerseys. Sturdy shoes are another valuable donation, particularly sandals or athletic footwear made for wet, outdoor use (such as tevas, water sneakers, or crocs). "Gifts, such as gently used essentials, such as these, are particularly valuable because [the villagers] are lacking even such basic necessities."

Thank you for supporting our staff as they continue to reach out to those in need.

The Right Forms at the Right Time

It's that time of year, again, forms. As you decide on and register for summer camps, we urge you to get camp medical forms into our offices as soon as possible. Forms can take up to 10 days to complete, and the more forms we have (i.e., the closer to the deadline it is), the longer it takes. We still charge only \$5 for standard turn-

around. If you need forms faster, you can pay a rush fee of \$20 and your forms can be completed in 24 hours.

Please note: As always, physicals for fall sports can't be done until after June 1. If you know your child will be participating in fall sports, please schedule a physical this summer.

