



Kidsline

The Newsletter of Annapolis Pediatrics

www.annapolispediatrics.com

Summer 2009

Annapolis Pediatrics Welcomes New Administrator, Lisa Wannemacher

Changes are afoot at Annapolis Pediatrics. Changes that may not capture your immediate attention, but will help enhance your experience with us. The changes you will see are the direct result of a change we've made in our practice administration.

In March Lisa Wannemacher, former Director of Operations of Nighttime Pediatrics joined our staff. It wasn't a hard adjustment for us to make, as so many of our doctors and nurses knew Lisa from her former position. Lisa has 25 years of management experience, the last 16 years of which were with Nighttime.

Lisa came here so she could focus more directly on customer experience. "With Annapolis Pediatrics I can get back to working closely with patients' families," Ms. Wannemacher said, "I know this practice already provides excellent medical care; I am looking forward to working with everyone to ensure we also provide excellent customer service."

Prior to joining our practice, Ms. Wannemacher was impressed by our involvement in the community and our strong medical reputation. She also saw the commitment the staff has to each other. "The staff of Annapolis Pediatrics are a family. Their compassion for each other and teamwork reflect the feelings the practice has toward its customers."

While she joined our practice because of the many strengths we possess, Ms. Wannemacher also acknowledges that there are areas she's dedicated to improving.

First and foremost, she wants to improve appointment availability and has already begun working with the medical staff to refine office schedules for those offices where appointments fill rapidly. She is also committed to helping Annapolis Pediatrics retain the feeling of a small-town, community-oriented pediatric practice despite our rapid growth. Ms. Wannemacher wants to be sure that there is consistency between offices so no matter which office you visit and who you see, you will have the same positive experience from your scheduling phone call through your visit and any follow-up communications for billing, lab work, or medical concerns.



Lisa Wannemacher, Practice Administrator

The other critical member of our team is you, our patients. Ms. Wannemacher is dedicated to her mission and she wants every family to feel comfortable reaching out to her with positive or negative feedback. If you would like to discuss anything about our practice, you may contact Lisa Wannemacher directly at 410-263-6363, ext. 128 or email her at LWannemacher@annapolispediatrics.com and if you are in the Annapolis Office, please stop by and introduce yourself. We think you'll be glad you did!

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
- Jeanette White, MD
- Anita Weissburg, CPNP
- Gwyn Reece, CPNP
- Julia Caschera, CPNP
- Kay Gingell, CPNP
- Roseanne Thompson, CPNP
- Gina Friel, CPNP

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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
Gambrills, Maryland 21054
410-721-0037

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

Promoting Health, Wellness, and Fun



Sue Mikulski, RN and Dr. Libber

Medical Volunteers

Anne Arundel Medical Center sponsors a free health clinic at the Stanton Community Center for those who have limited or no health insurance. The Center is staffed by a team of volunteers who coordinate health care and advocate on patients' behalfs. In addition, there is an all volunteer medical team who provides care to those in need. We're proud that our very own Samuel Libber, MD and Sue Mikulski, RN are active members of that team and each dedicate a day every month to care for Annapolis' underserved.

Annapolis Pediatrics is proud to sponsor the Truxtun Youth Triathlon and TRI-It Fun Festival. The events will be held on the weekend of June 20-21 at Truxtun Park, in Annapolis.

Saturday's TRI-It Fun Festival is a great opportunity for families to try a new sport, hobby, activity, game, adventure, learn to protect the environment and enter for your chance to win a Nintendo Wii Gaming System along with the Wii Fit!

Local and regional organizations will be teaching about various sports and giving everyone a chance to participate in a range of great activities, from golf to whiffle ball to obstacle courses and races. The pool will be open, there will be great food, and you can even have a chance to toss a Frisbee to the famous Disc Dogs.

The Wii giveaway is open to anyone who participates in the TRI-It bingo game. The game card will be available online at Chesapeake Family's website as well as at the event.

In order to participate in the TRI-It Bingo game, participants need to visit various booths at the festival to complete activities to mark spaces on their bingo card. Anyone who com-

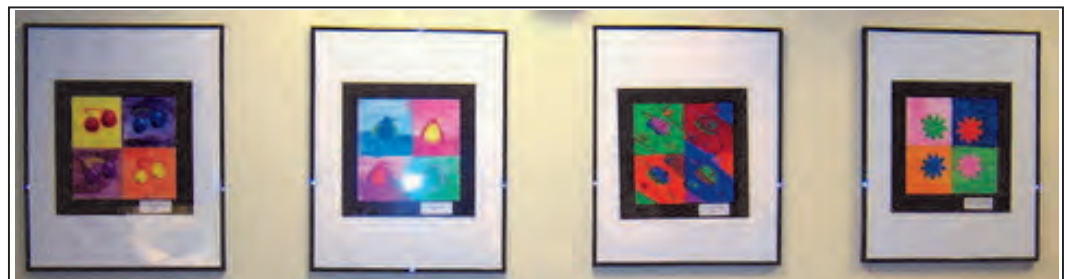
pletes 5 activities to make a straight line will win a goody bag and be entered to win a Wii Gaming System.

On Sunday, the premier family athletic event in Annapolis will take place, the Truxtun Youth Triathlon. There are several categories for participants to run, swim, and bike to the finish line. Distances for the triathlon vary with the age groups. For more information about the triathlon or to register, please visit the City of Annapolis Recreation and Parks Department. Last year, over 200 young athletes from 7-17 competed in the event, with lengths pre-determined by participants' ages. The multi-sport



Gwyn Reece, CPNP competes in the Columbia Triathlon in May.

event takes place at Truxtun pool and throughout Annapolis on trails, pathways and sidewalks. All finishers received awards.



Artwork on display in our Kent Island office.

Annapolis Pediatrics Art Show and Contest

Last year we pioneered a program in which children’s artwork was displayed throughout our Kent Island office. This program was very well received and not only looked terrific, but gave kids a sense of pride to see their creations shown in a professional setting. Due to the success of the program, as well as our continued commitment to supporting charitable causes, this year we have decided to invite our patients to participate in a new art contest.

Throughout June and July, we will be collecting artwork by children who will be entering grades 1-12 in the fall of 2009. All artwork will be framed and displayed in one of our offices. In addition, one winner and up to 3 runners up will be chosen from each grade level to have their artwork featured in a calendar that will be available this fall. The professionally printed calendar will be sold and 100% of the proceeds will be donated to the Shirley Dukes Scholarship Fund.

In order for your child to participate, please submit his or her artwork that is no larger than 14 X 16 inches in size. All artwork must be flat and able to be displayed in a standard, glass-front

frame. Submissions should include the following information:

- Child’s name,
- School, and
- Incoming grade level.

Because all artwork will be displayed, submissions will become the property of Annapolis Pediatrics and will not be returned. Some of the artwork will also be featured on our website, as well. Children who submit artwork will be listed with first name, grade level, and school, only.

Once artwork is selected for inclusion in our calendar, families of the artists will be notified that their child’s work will be featured. Calendars will be available in our offices this fall. Calendars will be reasonably priced and all proceeds will go directly to support the scholarship fund that we created in honor of Shirley Dukes, RN. Ms. Dukes was Annapolis Pediatrics Director of Nursing until 2006 when she was tragically killed. Annapolis Pediatrics is committed to raising funds to have a self-sustaining scholarship for a qualified nursing student.



Most of the artwork displayed in Kent Island has a Chesapeake Bay theme.



Superior Healthcare for newborns,
children, adolescents and young adults

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

**Summer Hours are in effect
through Halloween.**

Annapolis Office:

Mon-Thu: 8 a m – 7 p m
Friday: 8 a m – 5 p m
Saturday: 8 a m – 1 p m
Sunday : 9 am – 11 am

Waugh Chapel Office:

Mon - Fri: 8:30am – 5 pm

Kent Island Office:

Mon - Fri : 9 am – 5 pm

Arnold Office:

Mon - Fri : 9 am – 5 pm



After-Hours Medical Service

Starting in June we are adding a new service to our offerings. In order to improve our ability to respond to after-hours calls for medical assistance, we will be using a new call service.

Triage 4 Pediatrics provides a complete after-hours telephone triage service performed by qualified nurses using the latest versions of the well-recognized protocols developed by Dr. Barton Schmitt. These are the same medical protocols we follow when our providers or triage nurses respond to your medical needs by phone. In addition to these standardized protocols, we have worked with a dedicated team at Triage 4 Pediatrics to develop protocols and recommendations specific to our patients and their families.

Our triage team works closely with our medical providers to ensure you receive consistent and easily accessible medical care. The details of your call will be documented in your child's medical record. This procedure allows our on call physician to concentrate on the most critical medical calls to ensure that your child always receives the attention his or her condition requires

Now, you don't have to hesitate to call late at night or on a holiday for fear of interrupting your pediatrician's life. Our triage team is staffed by specialists around the clock who are awake, alert, and awaiting your calls. Now you won't have to wait in line for a call back from one provider in the middle of the night. You will have the answers you need to your medical questions any time of night and be able to move forward with the appropriate medical care and be on your way to feeling better faster.

We have consulted with many pediatricians in selecting Triage 4 Pediatrics as our new call service provider. They receive outstanding reports from physicians and patients, alike. We want to know how your experience is and invite you to contact Lisa Wannemacher if you have any questions or feedback after working with this service. In addition, we will incorporate a new element of our online patient survey focused on this service and we invite you to let us know what you think!

Forms, Forms, Forms

Summer camp forms have stacked their way into our office and our nurses are busy getting all the information organized so your children can take advantage of the wonderful camps the area offers. We're so pleased to see kids learning to sail, swim, improve their sports skills, and just get out there and have fun!

If you still have forms to drop off, we urge you to get 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 now charge \$6 for standard turn-around, but we can mail or fax forms directly to you or your child's camp. If you need forms faster, you can pay a rush fee of \$20 and your forms can be ready within 48 hours.

Physicals for fall sports should be scheduled as soon as possible so we can get your child's exam complete before our late-summer rush.