



# Kidsline

The Newsletter of Annapolis Pediatrics

www.annapolispediatrics.com

Winter 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
- Linda Murray, CPNP
- Gina Friel, CPNP
- Ann Purcell, CPNP

## Valory Hill, MD Joins Practice

Dr. Valory Hill was born and raised in the Annapolis area and is a former patient of Annapolis Pediatrics. She is excited to join the practice as a Board Certified Pediatrician.

Dr. Hill earned her Bachelor's degree from James Madison University in Virginia, followed by her Medical degree from the University of Maryland. She completed her residency in pediatrics at Vanderbilt Children's Hospital in Nashville, Tennessee and returned to Maryland to begin her career.

Dr. Hill worked in private practice in the Crofton area for 6 years and spent the last 2 years working in the Pediatric Emergency Department as a pediatric specialist at a local hospital.

Dr. Hill's interests include providing

routine preventative care for infants. She loves the excitement of new families as well as the variety of newborn topics because every day can be different and provide new challenges. She also enjoys helping children and their families as they grow, which is why she wanted to return to primary preventative pediatrics.

Dr. Hill lives in the Crofton area with her husband and two young children. She is kept busy during time off with her children's activities. She also enjoys running, biking, and snow skiing.



Dr. Valory Hill

## Help Us Help Others - Join our Coat Drive

Each year the staff of Annapolis Pediatrics works together to offer assistance to those less fortunate. This year, when the need is so great and everyone is pinched by the difficult times, we have found a way to give that will benefit many without costing donors much, at all.

In each of our offices we are collecting new and gently used coats and outerwear for all ages. Winters are especially hard on those without homes or even those financially burdened who juggle many bills, including the cost of heating during cold winter months. By donating coats that you may have outgrown or just

choose not to wear anymore, you can help other families that are less fortunate and struggling right now.

We will collect coats at each of our offices and distribute them to local charities who offer assistance to those in need, including Sarah's House and the Lighthouse Shelter. Coats may be any size, children or adult, but must be clean and in good condition. For additional information, please ask at any of our offices.



**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

### Inside this issue:

Annapolis Office Space	2
Online Patient Survey	2
Phone Protocols	3
Stomach Viruses Decoded	4

## Annapolis Gets New Office Space

The Annapolis Office underwent some overnight remodeling in the past few weeks. A lot of the changes may have gone unnoticed by patients, but our reorganization allows us to bring some new offerings to patients as well as expand work spaces.

We've moved some portions of Annapolis Pediatrics to office space downstairs in the building, into Suite 100. By moving our administrative office, conference room, and relocating Dorcas Grey, LICSW into this space we were able to open space within the main portion of our office.

Our triage nurse team has increased to three nurses over the past year. These nurses work in a room with several phones and a closed door so they can focus on the calls they handle. They are now in a corner of the building with plenty of space to work and

have increased space for the medical reference library they utilize.

By moving some offices around within our suite, we created one new, larger exam room and have combined a small exam room with our lab area to create a large work area. This new lab will provide plenty of work space for our nursing staff to manage and draw vaccines, run laboratory tests such as rapid strep tests.

We have also expanded office space for physician and nurse practitioner use. While our physicians continue to share office space in order to dedicate as much room as possible to patient care, we are glad to offer our new medical providers enough office space to handle patient needs, field phone calls and even bring in a few mementos from home.

### New Year Insurance Reminder

You, like most Americans, may get a new insurance card in early January. If you do, please remember to bring it with you to your next office visit. Many times policy or group numbers change from year to year. Co-pays may change, as can submittal information that we use to process your insurance claims.

## New Online Survey Available to Patients

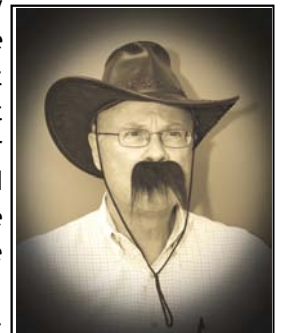
Annapolis Pediatrics takes pride in offering the best possible care to our patients and their families. One important element of this is the feedback we get from patients about your experiences with our staff, medical providers, and our offerings.

In order to make it easier for patients and their families to let us know how we're doing, we are moving our Patient Survey online in early 2009. We encourage you to watch for this feature on our website.

When you visit the Annapolis Pediatrics website, you will be able to log in to the survey, where you can offer general and specific feedback. Por-

tions 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.



Recognize this cowboy? Turn to page 4 for more information.



## Calling All Offices - Phone Protocol

Most patients know that our offices share a computer-based scheduling system. This allows us to schedule appointments with any provider wherever they are working. Still, patients typically call the office they visit the most when they have questions or need to schedule an appointment.

### Phone Hours Differ from Office Hours

While our office hours are posted on our website and in many of our publications, our phone hours may vary from our office hours. In general, we begin receiving phone calls before we start seeing patients for the day. Typically phones start ringing in each office up to a half hour before the office hours begin. The Annapolis office begins answering calls at 8am every day. The triage nurse line accepts phone calls until a half hour before the office closes for the day. Monday through Thursday calls are accepted until 8:30pm in the winter. Annapolis phone hours are below.

#### Annapolis Winter Phone Hours

Mon - Thurs: 8am - 8:30pm  
 Friday: 8am - 4:30pm  
 Saturday: 8am - 12:30pm  
 Sunday: 8am - 11am

All other offices follow the same rules for phone hours. Waugh Chapel phones ring through from 8am until 4:30 pm; 6:30pm on Mondays in the winter. Arnold and Kent Island phones operate from 8:30 am through 4:30 pm Monday through Friday.

### Not expecting the Annapolis Office?

The exception to the above phone hours is lunchtime. All offices other than Annapolis turn off their phone

lines during lunch, which means calls placed to any office are answered in Annapolis. Lunchtime is when our doctors and nurses return calls, review lab and other outside test results, and consult with other physicians on the phone. They also take some time to eat lunch if they can.

Sometimes the Annapolis Office returns calls that have been placed to another office. This usually happens when patients need medical advice, since our triage nurses work in the Annapolis office. However, there are a few times when you might want to reach your local office, instead.

If you call an office other than Annapolis close to the end of business hours for that office, even for a simple matter, you will reach the Annapolis office. This is because when our other offices are closed, the phones are set to roll to the Annapolis Office, where someone can answer your call.

Most of the time, if you need an appointment or medical advice, the Annapolis office is able to assist you. However, if you need to get medical or lab test results and you usually see a doctor or nurse practitioner in another office, the Annapolis staff may not have access to your child's chart. Therefore, if you are expecting results on a certain day, please call your regular office during their business hours.



### **Annapolis Office Parking Update**

You may have noticed more crowding in our parking lot lately. We are currently negotiating with the City of Annapolis to allow our staff to use street parking and reserve our lot for patient use. Currently parking spaces on Forbes and Monterey have a 2-hour limit except for residents. Patients may park on the street if no spaces are available in our lot, and please let us know if you have any trouble finding parking.

You may also contact Alderman Frederick Paone at 443-223-8769.

Be especially careful as winter weather may make streets slick.



Superior Healthcare for newborns,  
children, adolescents and young adults

### Winter Hours

Winter Hours are in effect until  
April 30, 2009.

#### Annapolis Office:

Mon-Fri walk-ins: 7:30 – 8:30 am

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



## Stomach Illnesses: what to expect

One of the most unpleasant illnesses for parents is the infamous stomach bug. When you hear, “Mommy, my tummy hurts,” the dread of what’s to come sets in.

While vomiting and diarrhea are uncomfortable, messy, and can command your life for a few days, generally stomach bugs don’t evolve into scary things. The majority of vomiting and diarrhea will pass quickly (typically 1-2 days for vomiting, several days for diarrhea), but there are times when your child should come in to our office sooner.

Please call our office if you see:

- Blood in vomit or stools;
- Bile in vomit;
- Mucus in stools; or
- Decreased or no urine output for more than 8 hours.

Keep in mind that blood can be red to dark brown in color and may have a coffee-grounds appearance in vomit. Bile typically appears bright yellow or green and should not be ignored in infants under 1 year old.

The other primary concern with vomiting and diarrhea is hydration. Dehydration is of greatest risk in the youngest children. Signs of dehydration include:

- Infrequent urination (not peeing for more than 12 hours, other than while asleep);

- Dry, sticky, or cotton-like inside of mouth;
- Absence of tears; or
- Child is listless and inactive.

In general, a child who is alert, happy, and playing is not dehydrated. Most children can weather vomiting and diarrhea without dehydration.

When your child is vomiting or has diarrhea you should try to comfort them and have them rest. Sleep is the best way to get them to feel better.

For children over 1 year old, avoid offering nonessential medicines (including Tylenol) and do not offer Advil, Motrin, or Ibuprofen, as these can make vomiting worse. Please do not offer your child any food or drink for one hour after vomiting. Once they feel up to it, encourage clear fluids; start with small amounts of water. If they tolerate fluids, encourage water and Pedialyte (Gatorade is fine for older children). Avoid juice, because fruit sugars can cause additional diarrhea.

Parents of children under 12 months of age should contact our triage nurse line for advice.

You may also consult Your Child’s Health, our recommended pediatric handbook, available at our office or through bookstores, for specific questions.



Annapolis Pediatrics staff celebrate Halloween with our Wild-West theme.