



Kidsline

The Newsletter of Annapolis Pediatrics

www.annapolispediatrics.com

Winter 2010

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
- Dana Kim, MD
- John McGrath, MD
- Mark Lester, MD
- Valory Hill, MD
- Jeanette White, MD
- Marjorie Krieger
- Anita Weissburg, CPNP
- Gwyn Reece, CPNP
- Kay Gingell, CPNP
- Kristen Woods, CPNP
- Roseanne Thompson, CPNP
- Gina Friel, CPNP
- Brenda Zoltak, CPNP

Meet our Newest Medical Providers

It has been a busy fall at Annapolis Pediatrics and to support our growing community and increased demand for appointments, we've brought in some terrific new physicians and nurse practitioners.

Dr. Susan Krieger joined our practice part-time in the early summer. She is enjoying working with our families as much as we are enjoying having her onboard!



Susan Krieger, MD

Ms. Kristen Woods is a warm, enthusiastic pediatric nurse practitioner who began her career working with very ill and premature babies at Holy Cross Hospital's Neonatal Intensive Care Unit. Ms. Woods' loving touch was warmly appreciated by the families who faced tenuous early days with their newborns. Her calm expertise provided these kids with a strong start receiving the medical attention they needed and she was able to enjoy the bittersweet goodbyes that came with a baby's discharge to his or her home.

She became so close to a family of preemie triplets that she continues to have monthly visits and playdates with the family who's children are four and a half! Ms. Woods soon learned that treating just inpatient children left her missing the opportunity to continue to watch these children flourish through life. At Annapolis Pediatrics, Ms. Woods

is excited to offer continuing care to children. While she is confident she can help even the sickest little ones, given her NICU experience, she is happy to enjoy the thrills of healthy childhood development and the minor ailments that require simple office visits, too.

Ms. Brenda Zoltak is an experienced pediatric nurse practitioner who has treated children throughout the Maryland/DC suburbs for nearly 20 years! Having worked much of her career for Kaiser Permanente, Ms. Zoltak brings expertise in primary care pediatrics to the practice. Originally from Wisconsin, she and her husband are the parents of 3 children, the eldest of whom is a physical therapist at Johns Hopkins, the youngest is a sophomore in college. Her middle child is a special needs child who lives at home. Ms. Zoltak is thrilled to work with us part-time to spend more time at home with her family. Never one to get bored, she enjoys trying her hand at new things; she is trying her hand at tennis!



Kristen Woods, CPNP and Brenda Zoltak, CPNP

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Arnold
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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

Still looking for flu shots?

Annapolis Pediatrics is still currently receiving small quantities of H1N1 on an ongoing basis. We will continue to offer vaccination at your child's well appointments as supply is available. We can not guarantee that we will have the vaccine on the day of your appointment. However, vaccine availability within the community has increased significantly. You are now able to receive the vaccine at retail stores as well as the local Health Departments. Please do not wait for our office to receive supply and obtain your vaccination through another source. What is important is that you and your child are protected. We hope to receive a larger supply in the future to allow for a 2nd dose clinic. Please watch our email alerts and website for clinic information.

We're in it together

We're guessing you'll agree, this has been a tough fall for kids and the flu. Its not that we've treated a lot of very sick kids, but that while we were focused on doing our job - diagnosing and treating children - and you were focused on doing yours - trying to keep your kids healthy and help them fast when they got ill - the whole world got a little crazy about the flu.

Rightly so, this year's atypical H1N1 or Swine Flu received a lot of media attention. This flu hasn't behaved like a normal flu, which follows a very predictable seasonal pattern. This flu hasn't made the elderly sick the way a typical flu does. And this flu was hard to predict, because it didn't follow our carefully monitored and well-described patterns.

Yes, we saw plenty of children who had influenza. We helped treat these kids and provide guidance and support for many scared families. We are happy to report that we also saw wonderful recoveries and are currently witnessing a decrease in the number of H1N1 cases.

Of course, we're not out of the woods, so to speak. We are just getting into the typical Seasonal Influenza season. We are also not certain if and when we'll see H1N1 again. We are still advising all of our patients to receive the H1N1 vaccine as soon as it is available to them.

Thankfully, vaccine supplies are catching up with demand and we are now able to offer 2nd doses of vaccine for children who have only gotten one dose (you must receive the 2 doses at least 30 days apart).

We anticipate that we will continue to receive H1N1 vaccine and will offer vaccine at well-child visits throughout the winter. If demand indicates, we will announce additional vaccine clinics, as well.

We understand that for many of our families, this was an scary time. Occasional disease outbreaks bring out the fiercely protective parents in all of us. We tried to provide the latest information to our patients throughout this time, but we know that you experienced frustrations with us.

We know our process for scheduling H1N1 vaccine clinics was challenging. We know the email system had some glitches, the phones got over-burdened, and that our policies were tested. This was a new experience for all of us. Sure, some of our physicians have seen illnesses like this , but none of us have done so in this age of media or the internet. We are continuing to work on some of our weaknesses so that the next time a demanding situation arises, we can do the best job possible for our patients and their families.

We appreciate your patience with us throughout this time. For those of you who offered kind words on the phone or email, we can't thank you enough. In the moments of frustration, it may have been hard to stay calm, but please know that we have always been and will remain fiercely committed to the health and well-being of our patients and all children!



Focus on Patient Experience

Our patients may notice several changes when calling us, making appointments, and other administrative tasks that will begin in January. These initiatives are intended to improve everything from appointment scheduling to phone calls to management of your child's medical records.

Centralized Scheduling

Starting in January, we will begin transitioning to a new phone system. The biggest change our patients will note is that all calls to Annapolis Pediatrics will route through our main office. The phone tree will remain primarily the same, for patients who are familiar with the phone menu at the Annapolis Office, and we will continue to post the phone choices on our website to facilitate your calls.

The new, centralized phone system will ensure your calls are routed correctly and handled as efficiently as possible. We will begin centralized scheduling of appointments in order to offer you the most choices of appointments for your child. We have begun training a special staff to handle calls to our appointment line, as well. This means that your child will always be assigned the appropriate appointment for your needs. Accurate appointment scheduling should improve wait times and patient flow within the offices, as well.

Another change with the new phone system is designed to improve wait times to schedule appointments. The new system will place all callers into a queue, which will allow them, during longer wait periods, to leave a phone number for a call back when it is their turn to speak to an appointment scheduler. Lastly, the new system will also have the ability to call directly into specific extensions within our office. This should allow for improved ability to return calls to staff within our offices.

Improved Appointment Availability

The past few months have been busy in our office, as you already know. We are aware that it can be difficult to arrange for a sick visit for your child when we are very busy, and we've begun making some changes to allow for improved sick visit scheduling. Parents who visit our Waugh Chapel office may have noticed increased sick visit appointment availability. We added another doctor to the schedule for a part of each day who will see only sick children. We've also changed our appointment template, which is the schedule all doctors follow, to allow for improved sick visit availability. One of the biggest improvements was to shift consultation appointments earlier in the day to create a significant increase in routine sick visits at the end of the day (from 4 to 5pm), to accommodate kids who get sick during the school day.

Lastly, we've changed the way we handle sick visit scheduling to a same day sick policy for simple illnesses, such as colds, stomach illnesses, and such. If you call for a sick appointment for any minor ailment, you must schedule your visit for the same day. When we have allowed for next-day scheduling in the past, sick appointments were very limited for parents who did call for a same-day appointment and we had a high number of cancellations because sometimes the illness resolves before the appointment. This new, same-day sick visits policy should improve appointment availability for routine illnesses.

Children with ongoing or complex illnesses will still be able to schedule advance appointments, as needed. Our specialized appointment scheduling team will help you decide which appointment type is right for your needs.

Electronic Medical Records

There's been a lot of talk about Electronic Medical Records or EMR in the news. Annapolis Pediatrics is committed to creating



Superior Healthcare for newborns,
children, adolescents and young adults

Electronic Medical Records continued

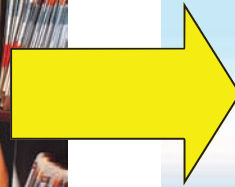
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the best patient experience, and, as such, we have been carefully researching several EMR products over the past few months. Now we have begun working with our selected vendor, Sage, to implement new, more sophisticated practice management tools, including EMR. This spring we will transition the appointment scheduling and billing portion of the practice into Sage. Then, beginning next summer we will transition our patient information and medical records into this powerful system.

Some of the improvements you should see will be streamlined communications with our offices about your children's care, because all medical staff will have access to

pertinent information about your children as needed. When you call our triage nurses, they will be able to access your child's chart through the computers, rather than find the chart in our files (which sometimes means calling other offices to fax chart information to them). Notes or questions about your call can be made directly into their chart, and results from lab tests or specialists will be available to our medical staff and immediately integrated with your child's complete medical history.

This medical record system will also allow for improved records management with AAMC specialists who will be able to receive transmissions of your child's critical medical data electronically.



Winter Hours

Annapolis Office:

Mon-Fri walk-ins: 7:30 – 8:30 am
Mon-Thu: 8am–9pm
Friday: 8am–5pm
Saturday: 8am–1pm
Sunday: 9 am – 11 am

Kent Island Office:

Mon - Fri : 9 am – 5 pm

Waugh Chapel Office:

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

Arnold Office:

Mon - Fri : 9 am – 5 pm

Please note, our phone hours differ slightly from the office hours and are posted on our website.

