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PEDIATRIC PIPELINE

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SURVEY RESULTS

Recently we surveyed our patients in an email. Over 600 responded! We now want to share these results.

We're pleased to report that all of our departments (front, back, med records, business, and providers) received a rating of 4 or higher on the 1-5 scale, with the providers highest at 4.62. We received many complimentary comments, and we thank you for those. We also, however, received some criticism or negative comments. We want you to know that we take your responses seriously, and will make every effort to try to improve in those areas. We appreciate your suggestions.

We asked if you were interested in evening classes. Roughly 30% were interested in at least 1 class. Many of you were concerned about the cost for these. We listened, and will be doing these for free, or minimal charge, for our patients (see page 2).

Over 70% of you said that you would like to use email for at least some communication with us, such as prescription refill requests, non-urgent medical advice, or appointments. We are pursuing this. Be reassured, though, that we will always have a live person available to talk to, especially for medical advice.

Finally, to save us time and expense, we

asked if you would want to keep a credit card on file for small balances. This was not as popular, however, many of you would like to be able to pay their balance on line. We will look into that option.

We take pride in providing the best possible service we can. We enjoy our partnership with you, and appreciate your comments. No other pediatric office offers as many services as we do--extended hours, dietary and lactation counseling, mental health services, email blasts, evening classes, and surveys. Your input has allowed us to offer these services, and your comments help us continue to improve.

SCHEDULE THOSE SUMMER EXAMS NOW

Our summer appointment calendar is open, and will be filling up quickly. Now is the time to schedule your child's **health supervision exam (physical)**. Sports forms will be due in August, and in order for us to sign these, your child must have

had an exam within one year. (Although "clinics" will do these exams, they do not do the screenings, counseling, correct vaccines, or provide the continuity of care that we do).

We maintain a **move-up list** for those who

have flexibility to come in on short notice if cancellations occur. We ask for **24 hours notice** if you do need to cancel. Also, unaccompanied teens who may need a vaccine should have a note from a parent giving permission.

CHILDHOOD OBESITY CAN BE DEFEATED by Tracy Stam, RD

Here are excerpts of a letter I received from a patient who I have been counseling for weight reduction.

I am so glad that I decided to choose the school project I did. It was a tremendous journey for not only me, but my mother as well; and Tracy, my dietician, was able to see that journey unfold.

Originally I said that I wanted to lose 20 pounds in a little under 6 weeks. After meeting with Tracy several times, I realize that goal might have been a little far-fetched. She said that losing a



Tracy Stam, Registered Dietitian and Lactation Counselor, sees patients by appointment in our office.

pound to two a week is healthy weight loss. In total, I lost 14 pounds and 14 ounces. But I still feel pretty good about myself.

Another part of the physical goal was to do 30 sit-ups and 20 push-ups. Although I am still not able to do this, I got very close. I am still aiming towards that amount of sit-ups and push-ups.

Because I am continually losing weight, my body is starting to change. I am starting to build muscle while losing fat. Eventually I will start toning my muscles in order to balance out the weight loss.

I gained many things from this project, both mentally and physically. Now I am able to control my portion size. I am able to listen to my body much more than in the past. I can tell myself when to stop eating.

Another gain was the relationship with my mom. We have a much stronger bond than we ever used to and now it will be extremely hard for both of us when I move away from home. But I know that since our relationship is so strong, that we will make it through.

Not all children have such successful stories to tell, but with a little effort and family support, we can change peoples lives, making them healthier and living longer.

SLEEP PROBLEMS IN ADOLESCENTS by Barbara Gueldner, PhD, NCSP

Adolescents need as much sleep as they did when they were preteens, **about 8.5-9.25 hours!** However, less than 15% of teens report that they sleep 8.5 hours per night. Lack of sleep can have side effects. Remember how you felt when your teen was an infant and you were sleep-deprived? You probably felt tired during the day, had a difficult time focusing, maybe more irritable, and found it difficult to stay minimally organized. The same is true for teens.

Getting to bed at a reasonable time is a *challenge* for most teens. Not only do academic, athletic, and social demands and interests take up more time during these years, but the adolescent body goes through biological changes that are out of sync with this scheduling. Biologically, teen bodies become “wired” to stay up later and sleep later than what is realistic to start their day at school. It’s not just that they *want* to stay up later.

There are a variety of strategies that can be used to begin to balance competing sleep, academic, and social demands. A perfect balance is impossible and trying to achieve this will feel frustrating. However, a change here and there can truly make a difference and will be worth it when you and your teen notice an improvement in sleep quality, mood, and productivity. Here are some ideas that your teen (and even you!) can try:

- ✓ At a minimum, stop drinking soft drinks, energy drinks, and coffee or espresso beverages after 3PM.
- ✓ Get some exercise during the day.



Barbara Gueldner, PhD, sees patients by appointment in our office.

- ✓ Get sunlight during the day.
- ✓ One hour before bedtime, turn off the TV and computer.
- ✓ Make sure the bedroom temperature is a little cooler, but not cold.

✓ Opt for a form of “white noise”, such as a fan or sleep machine, to block out environmental noises that can be distracting to falling asleep.

✓ On the weekends, sleep-in no more than 2 hours past the normal time he/she would get up during the week.

Remember, make changes *slowly*. Make **one** change for the week and see how it goes. You can do it!

Q & A

Pediatric Pipeline: You've tried both coasts before settling in Colorado.

Michelle Whitner: I grew up in Central California, but did graduate school in Philadelphia at Drexel University.

PP: Tell us about your family?

MW: I'm married to Dave, and we have a 6 year old daughter, Claire.

PP: And who else?

MW: Two big dogs!

PP: And someone else on the way?

MW: We're in the process of adopting a little girl from China.

PP: What are your hobbies?

MW: I love to travel, golf, camp, and hike.

PP: How did you get to CO?

MW: I came here to finish college after experiencing the big quake in San Francisco in 1989.

PP: Any regrets?

MW: No, we love it here. We'll just visit the coasts.



**Michelle Whitner,
P.A.-C.**

THIS AND THAT

This summer will be the start of our **29th year as Parker Pediatrics and Adolescents!**

Please remember to bring your child's **insurance card** to each visit, as we have to scan these.

Patients who **no-show** for an appointment, or cancel late, are subject to a \$65 fee. Failure to pay one's copay will result in a \$10 rebilling fee.

Congratulations to all of our **graduating seniors**. We will again be awarding scholarships to 2 seniors who will be entering the healthcare field (1 at Chaparral, 1 at Ponderosa).

We ask you to fill out all forms as completely as possible before asking us to sign them.

We are now using our automatic appointment reminder system, **Televox**. It will call what you listed as your primary contact number.

Congratulations to our psychologist, **Barbara Gueldner**, on co-authoring a book, [Social and Emotional Learning in the Classroom - Promoting Mental Health and Academic Success](#).

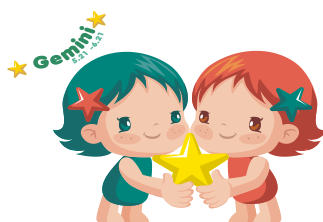
"QUOTABLE QUOTES"

The following conversations occurred in our office.

While reading a book with her 2 year old, mom remarked, "Look, Pluto is up in the sky." Her 2 year old replied, " We need to get a ladder to get him down!"

As the doctor was looking at her throat, a 5 year old asked, "Do you see any T cells?"

After an 8 year old identical twin was examined, she remarked, "You don't need to examine my sister; she looks just like me."



CONTINUING EDUCATION SERIES

***April 14, 6-7:30 PM, "Your Baby is Amazing and You're Exhausted"**

***April 21, 6-7:30 PM, "Terrific Toddlers and Precocious Preschoolers"**

Presented in our office by Drs. Venters and Gueldner.

\$10 reservation fee per family (will be donated to charity)

Call to register; limited space.

The Doctor's View

The Medical Home

The **Medical Home** is a concept being touted as "state of the art" in medical care. It assumes that your primary care doctor will coordinate and assume all of one's medical care. At Parker Pediatrics, we feel that we have been at the forefront of this movement.

We have always been available for both acute and well care, and have coordinated chronic care with the many specialists we know well. In addition, we are the only Pediatric office that has full time dietary/lactation consultation, as well as a full time psychologist.

We recognize that while it is convenient to visit urgent care type clinics, your child will not receive the expertise or continuity of care they receive at their medical home. In addition, it will ultimately cost more (more tests and follow-ups).

We are in the process of *officially* being certified as a Medical Home. We urge you to consider what is best for your child's health and think twice before using urgent care facilities other than for after hour emergencies. This is especially true for "physicals".

No More Immunization Controversy

For the thousands of parents who had to (unnecessarily) worry about vaccines causing autism for the past decade, the fear is now erased. A number of recent events have put an end to these unfounded reports.

Dr. Andrew Wakefield, a true scoundrel, and the author of the only (poorly done) study to suggest such a relationship, has been discredited. The Lancet, which published the article, has withdrawn its publication.

In addition, the U.S. Court of Federal Claims has dismissed all of the lawsuits claiming that there was an association with any vaccine or with thimerosal (a preservative) and autism.

Doctors have always suspected that there was no association between the two, but anti-vaccine groups persist in spreading fear and fabrication. It's sad that some children had to pay with their lives because of this misinformation.

Your Child and Cell Phones

Go anywhere today and you will see preteens/teens with their cell phones in their hands at all times. Parents need to educate themselves about today's technology.

Some facts

*41% of teens claim their parents have no idea what they are doing on their cell phone
*Teens overwhelmingly prefer texting to talking or emailing to communicate
*20% of teens are "sexting"- sending a text message with pictures of a sexual nature, nude, or engaged in sexual acts
*Sexting is prosecuted in CO as a sex crime; it is considered a felony (child pornography)
*51% of teen girls say pressure from a guy is a reason girls send racy messages/images
*40% of teens have had a sexually suggestive photo/message (originally meant to be private) shown to them

Some guidelines

*Limit the amount of time and the place a cell phone is used; don't allow cell phones to be in a kid's room after bedtime, as many kids are texting/sexting at 2am
*Discuss judgment regarding using good text messages/photo
*Consider formal monitoring software to track cell phone activity
*Become tech-savvy: learn the texting "language", text if you aren't already
* Perform scheduled and random cell phone checks; be transparent and let your kids know that you will be monitoring their cell phone activity
*Finally, remember it's okay for a teen to not get 100% privacy with their cell phone use; do your job as a parent!