Heartbeat of the Children’s Hospital
The world-class Upstate Golisano Children’s Hospital is the perfect platform for showcasing the world-class expertise of its pediatric faculty and staff.

Downsizing
Pediatric Fellow Nicholas Bennett MB Chir, famous for his kid-friendly communication skills, shares his top strategies for conversing with young patients.

Gamma Goes Platinum
Now available at Upstate, the new Gamma Knife Perfexion™ offers increased speed and accuracy, plus significantly expanded reach.
Opening the Upstate Golisano Children’s Hospital is a major milestone for our region. But world-class pediatric care ultimately depends on world-class pediatric experts. Thanks to Upstate Medical University and University Hospital, many of these experts have been with us for decades. Others have arrived more recently in Central New York, attracted by the promise of the new children’s hospital. Their dedication and expertise place the Upstate Golisano Children’s Hospital in a league with our nation’s premiere providers of pediatric care.
Programs & Services

Adolescent Medicine Program
Pediatric Designated AIDS Center
Pediatric Anesthesia Services
Juvenile Rheumatoid Arthritis Clinic
Margaret L. Williams Developmental Evaluation Center
Clark Burn Treatment Center
Waters Center for Children’s Cancer and Blood Disorders
Cardiac Surgery
Cardiology
Center for Behavior, Development and Genetics
Child Abuse Referral and Evaluation (CARE)
Child Life Program
Center for Cleft and Craniofacial Abnormalities
Communication Disorder Unit
Schwartz Cystic Fibrosis Center
Diabetes and Endocrinology
Joslin Diabetes Center
Ear, Nose and Throat
Pediatric Emergency Department
Foster Care Services (ENHANCE)
Gastroenterology and Nutrition
General Pediatrics
Genetic Services
Immunology and Infectious Disease Center
Pediatric Intensive Care Unit
Pediatric Intermediate Care Unit
Kids Now Off Therapy Clinic (KNOT)
Lead Poisoning Resource Center
Nephrology
Neurology and Neurosurgery
Children’s Center for Nutrition and Exercise
Ophthalmology Services
Orthopedic Services
Parent Advisory Council
Pediatric and Adolescent Center
Upstate New York Poison Center
Psychiatric Services
Pulmonary Center
Physical Medicine and Rehabilitation
Social Services
Spina Bifida Clinic
Center for Children’s Surgery
Telemedicine
Transport Program
Upstate Pediatrics

Knowing changes everything.
Children are not just small adults. They have different fears, different levels of understanding and different expectations.

Parents are not just adults. They often have deep concerns that must be addressed. Try saying, “I can see from your face that you’re worried. What’s on your mind?”

Get down on the child’s level. Imagine you’re stuck in a room with a 12-foot Yeti. That’s how you look to a small child.

Talking with pediatric patients takes planning. An Upstate expert shares his strategies.
Pay attention to the child. Smile. Engage the older child first. Remember that teenagers expect to be treated like adults.

Don’t do a typical exam. Play is often a good substitute! For babies, a parent’s lap is more comfortable than an exam table.

Use open-ended questions. “Tell me about the pain” gleans more information than “Does it burn?”... especially with kids.

Don’t ask a child for permission to do a necessary exam. “I need to look in your ears, which one do you want me to do first?” empowers the child by offering a choice. “Can I look in your ears?” could lead to disaster.

Let ‘em talk. Doctors interrupt on average within 15 seconds. Can anyone get a history in 15 seconds?

Find out why they’re in your office. According to patients, doctors get the ‘presenting complaint’ wrong 50 percent of the time.

10 Chunk and Check shows you’re listening and confirms accuracy. “So you’ve had headaches and nausea for a week. Anything else going on?”

11 Don’t touch that knob. Don’t wait until your hand is on the door handle to ask, “Are there any other questions?”

12 Watch the patient’s body language. Control yours. Read a book on interpreting human behavior. It’s enlightening!

13 Time the sex and drugs talk. Approach issues of sex, drugs, alcohol and other risky behaviors with adolescents after the physical exam, when they are comfortably back in street clothes. (Exams are intimidating.) There’s no reason why all the patient history has to come before the physical.
Ground-Up Redesign for
Upstate Gamma Knife
Radiosurgery’s Gold Standard Goes Platinum

The Gamma Knife® Perfexion™ — the latest generation of the tool that revolutionized radiosurgery — is now available in Central New York, only at the Upstate Gamma Knife Center.

“The new Perfexion has the accuracy of our previous Gamma Knife with increased speed and efficiency. We can now treat multiple targets much faster and with unprecedented conformality,” reports Gregory Canute MD, associate professor of neurosurgery at Upstate Medical University.

Gregory Canute MD
Associate Professor of Neurosurgery
“We can now target brain tumors and vascular malformations in the cervical spine as well as the brain,” he reports. “The Gamma Knife Perfexion offers unlimited cranial access and has the potential to treat a broader array of conditions than was possible with Upstate’s original — and highly effective — Gamma Knife, which was installed in 1998.

“In our first 10 years, we treated close to 2,000 patients and established ourselves as one of the busiest Gamma Knife Centers in the United States,” reports Dr. Canute.

The new Gamma Knife, while clinically compatible with previous procedures, can also treat tumors at the base of the skull, high spinal tumors, extra-cranial head and neck cancers and high spinal arteriovenous malformations. It may also treat multiple metastatic tumors in a single treatment session.

The Gamma Knife’s ability to create conformal dose plans makes it ideal for small brain tumors and vascular lesions which are irregular in shape. The new Gamma Knife Perfexion uses 192 beams of highly focused Cobalt 60 radiation to target brain tumors and vascular malformations in the brain and cervical spine. At the exact point of intersection, the beams release potent doses of radiation. Before they intersect, the beams are harmless and ineffectual, thus sparing damage to structures surrounding the lesion.

**Patient-First**

The new system also has the capacity to reduce treatment time by optimizing its robotic component. “All of this translates into minimal patient discomfort,” according to Dr. Canute. “This is an outpatient procedure. Patients may be lightly sedated but are awake throughout the procedure. They go home the same day and often return to work the next day.”

**Referring Physician Role**

Referring physicians remain critical partners in the Gamma Knife process, according to Dr. Canute. “All follow-up studies and treatment plans are performed in conjunction with the patient’s physician.”

More information about Gamma Knife radiosurgery can be found at: www.upstate.edu/gamma/ or www.upstate.edu/neurosurgery/