



the Trumpeteer

An Ear-Responsible Publication of Central Carolina ENT, PA



CCENT Celebrates 25 Years



Reflections from William C. LeLiever, M.D.

In this edition of our newsletter, we are celebrating achieving the 25 year milestone for Central Carolina ENT Associates here in Sanford, North Carolina.

I wish to reflect a bit over all of these years, the practice philosophy, our beginnings in Lee County, our growth and expansion, and most importantly our wonderful patients and staff that have made all this possible.

The Beginning

We started CCENT in January, 1987 taking over a space previously occupied by Dr Steven Silver and before that, Dr. Roger Anderson. Our practice location was 1911 KM Wicker Drive. At the time, we shared the building with neurologist, Dr. Charles Matthews who now practices in Raleigh. The original building is across from Central Carolina Hospital, now occupied by Dr. William Hall, and right beside our present building.

Initially, I set up a general ENT practice with emphasis on two specialty areas of mine - 1) Otolaryngology and Inner ear disorders

(vertigo and dizziness) and 2) Facial Plastic and Reconstructive Surgery. I taught at the University of Texas in Galveston (UTMB) for several years and then practiced in a large Otolaryngology group (single specialty) in Indianapolis prior to moving to North Carolina.

My philosophy from the beginning was to develop a premier 1st class Ear, Nose and Throat practice in a rural setting with all the latest technology and resources that I had in my university practice.

CCENT's initial staff consisted of myself, an audiologist, Tonda Carraway, an office manager, Susan Keith, a full-time nurse, Diane Holder and part-time nurse, Lana Rollins. In May, 1988 a young audiology graduate from UNC-Chapel Hill, Ellen Rosser Wilson, joined us as a clinical fellow and in January 1989, Cindy Kane began her position as our office manager. Both are still with us today, Ellen having worked 24 years in



Founder
CCENT
January, 1987

William C. LeLiever MD, FACS, FRCS (C)



Ellen R Wilson
Audiologist
1988 photo

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either full or part-time capacity as a clinical audiologist and Cindy having worked 23 years in a continuous full-time position, initially as office manager, now our billing, insurance, and claims specialist. From this beginning, we quickly grew and took over the entire building in 1990 and continued adding space to the building through 1992.

Dr. Schaefer joins practice

With the additional space, we hired Dr David Schaefer to join us. David was a classmate of mine from our University of Toronto training days. He was a graduate of the University of Western in London, Ontario and practiced for many years in Ottawa before coming here. We set up a satellite clinic in Dunn, North Carolina near Betsy Johnson Hospital during this time.



Over the years, we have had several otolaryngologists working with us in a clinical capacities including Dr. Carey Butler, Dr. Robert McMahon, Dr. Ednan Mushtaq, and Dr. Lee Watkins. Our patient base grew quickly to serve surrounding counties including Lee, Harnett, Orange, Chatham, Moore and Cumberland counties.

New office location

In 1999, we built our current location at 1915 KM Wicker Drive. This marked the first single specialty building for ENT and Audiology in our area and allowed access to comprehensive ENT services without having to travel to Raleigh, Durham, and Chapel Hill. Dr. Samuel Davis MD, graduate of Wake Forest University and Bowman Gray School of Medicine and former resident at Indiana University, joined us that year as



we transitioned into our new building. With his addition, we were able to expand our Facial Plastic Surgery, skin care and medical esthetic services.

A great practice requires great staff. (1998 staff picture on right) We have been blessed to have long-term, loyal staff. Long-term staff means cooperative teamwork, coordination of services, and continuity of patient care. In 1997, Karen Garner joined our staff and subsequently became office manager of the practice. Karen has been with us 15 years. Our nursing staff has always been a key component to our success. Ladonna Honeycutt joined us 13 years ago and Cassie Patterson has been with us for 9 years. Our front office staff has also been outstanding. We are fortunate to have Angie McLeod as our receptionist and more recently our surgery scheduler for 7 years.



We would like to recognize Faye Bailey, who is still active within the medical community, worked with us for 13 years, and was a guiding force in our early success. We also want to thank other wonderful nurses, some current, some past, but your services are remembered and cherished - Julie Spach, Doris Sharpe, Karen Cameron, Bobby Rister, Diane Holder, Lana Rollins, Mary Ashburn, and Nancy Wilson.

Audiology staff transitions

Our audiology staff transitioned a bit in late 90's with audiologist Ellen Wilson becoming part-time so that she could care for her young children. Audiologists Amy Kirkland, Renee Talbert, and Laura Braz held the full-time position until we welcomed Jonathan



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Miller in January, 2002. Jonathan relocated from Texas and received his audiology degree from University of Texas. This year, Jonathan celebrates 10 years with this practice. He brought extensive experience to our digital hearing aid fitting and dispensing program. In addition, he is quite the computer expert too and can fix anything. With two audiologists, CCENT has become a leader in quality hearing aid fitting and dispensing in our area. In 2005, Ellen Wilson became Dr. Ellen Wilson after completing all coursework, written and oral examinations, and dissertation for the degree Doctor of Audiology (AuD).

Our express gratitude goes out to Tonda Carraway for 1987-1989 as she along with nurse, Diane Holder facilitated the transition from Dr. Silver's practice to CCENT, for filling in during Ellen's maternity leaves/leave of absences, and for her longtime and continuing rapport/support with Lee County Schools. Tonda is the longstanding audiologist for Lee County and Chatham County Schools. Her services are recognized on a daily basis and it is nice that we can work in conjunction with her. Also, we want to thank other audiologists that have worked or trained here as temporary employees or clinical fellows.

Dr Lin joins staff

Growth, growth, growth - with the new building completed, we expanded into the Wake County area. We set up an office in Apex, NC in Apex Medical Park on Highway 55. As we expanded, concurrently, we were pleased to welcome Dr Doris Lin MD this same year 2006 to our practice, coming to us via University of San Francisco and MIT. She has brought a wealth of knowledge with her, compassion and strong surgical skills in thyroid and neck surgery. Dr. Doris Lin is now a full partner and has been with us for six years.



Office Staff, December 2011

Our practice is now associated with several hospitals and operating at Central Carolina Hospital in Sanford, Rex Hospital in Raleigh, Western Wake Hospital in Cary, Rex Surgery Center in Apex and Chatham Hospital in Siler City. This year we have added Christine Lupienski, FNP as a provider in the Sanford office. She brings extensive experience in pediatric care and acute medicine. Sadly, Dr. Sam Davis has recently moved to Indianapolis to start a private practice and to join his wife who was recently named to head up the Pediatric Pulmonary Program at Indiana University. Dr. Davis stayed with us for 12 years, and though we will miss him, we wish him great success in his professional ventures back in Indiana.

As we start 2012, we look forward to our next 25 years! As I reflect on the history of CCENT, I feel blessed greatly by my staff and by this community. I would now like to open this newsletter up to our most important contributors - and thank personally - our patients. We would not be here without you.



Mike Hendley's comments



"I have been a patient of CCENT for 25 years. I have been treated by both Dr. Bill Leliever (otolaryngologist) and Dr. Ellen Wilson (clinical audiologist). They diagnosed my dizziness (vertigo) and the loud, constant ringing in my ears (tinnitus) as Meniere's Disease.

At their recommendation, several years ago I began wearing a hearing and white noise device that has helped mask the ringing in my ears and control the dizziness. My treatment by Dr. Leliever, Dr. Wilson, and the whole staff at CCENT has always been highly professional and with much respect and care.

If you have repeated attacks of dizziness and ringing in your ears, I suggest you make an appointment to be examined by the professional staff at CCENT. They can surely help you!"

Audiologist's comment - Dr. Ellen R. Wilson



It has been a pleasure working with this wonderful gentleman, Mr. Mike Hendley over the years and I thank him for the nice compliments.

When a patient experiences continuous tinnitus that becomes distracting in their daily lives, it becomes necessary to consider some means of rehabilitation. Tinnitus maskers serve to emit a narrow band of noise centered around the frequency of the tinnitus in the patient's ears. This involves some tinnitus matching, matching of the approximate frequency (pitch) and intensity (volume level) of the sound the patient hears. Tinnitus maskers are available now in ear level devices that can be worn similarly to a hearing aid.

Hearing aids themselves often can function as a tinnitus masker, especially wide band dynamic range compression hearing aids with expansion features for low levels. This enables the hearing aid to pick up the gain (amplification) for soft sounds/quiet environments and reduction of gain with louder inputs.

There are also now combination devices that can function as both a hearing aid and tinnitus masker. Such products are made by ReSound and Widex hearing aid manufacturers.

My position on the above is the following: as tinnitus maskers alone cost as much or more than some lower banded digital hearing aids, if there is any degree of hearing loss, even the mildest of losses, try a low gain digital hearing aid that can be adjusted and programmed to find a point of both masking and better hearing. The goal is to mask or at least to minimize the level of the tinnitus with the added goal of improved communication. If lower banded digital aids are not able to accomplish this, we can move to a higher banded digital and/or on to a hearing aid/tinnitus masker combination device.



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Obviously ear level worn tinnitus maskers are available, but as hearing loss and tinnitus often coexist, I usually recommend trying hearing aids first. If tinnitus only bothers a patient while trying to go to sleep, there are wave machines, alarm clocks with special features and other sleep devices that might be tried.

With regard to dizziness, hearing aids/maskers have no known affect on dizziness, though at times patient's may report that dizziness seems improved. It is possible that the reduction of stress associated with the relief of exacerbating tinnitus may promote a perception of better health/well-being. It is always good news that something has more benefit (whether real or perceived) than expected. Likewise, it is important to note that tinnitus and vertigo are both highly variable medical conditions, therefore results of rehabilitation/treatment may differ greatly among a subset of patients.

Respectfully submitted. Thank you!

Ellen R. Wilson, AuD CCC-A



Julian A. Bastarrechea

"I would like to offer my heartfelt thanks and appreciation for the wonderful care and treatment I have received for over 10 years for my Baha Implant Procedure back in 2001.

I always was in impressed with the level of professionalism exhibited by all the office staff and nurses, which includes the tremendous standard of care I have received.

Please know that this procedure was a life changing event for me, and my family and I owe part of my life achievements to Dr. William LeLiever and staff. We are very grateful for all that you have done for me. I will be certain to continue to recommend you to everyone I know.

Congratulations on 25 years of service and success!!!" - Julian A. Bastarrechea



Betty Hickman

"Wow ! Has it been 25 years? I'm sure I was one of Dr LeLiever's first patients. I was so excited that an ENT was coming to Sanford. It meant no more trips to Duke. He seemed excited to show his nurses an (antigue) fenstrated ear.

When i was ailing, he and the staff always worked me in his schedule. I haven't had a face lift, but the growth of the audiology department with two great audiologists has been a real asset. I recommend them all the time.

Thanks a million" - Betty Hickman