

To the Staff of PHS:

I have composed this letter many times in my head but am just putting the words to paper. Actually writing the words makes my son's death a little more final, so I have put this off for 8 months. I need to thank you though for how well you do your job and tell you how you blessed our family. Your staff has always been so professional with the right amount of "heart" in dealing with our family. Our son Jack was one of your clients; he was born on January 8, 2003 and passed away December 31, 2005. From our first contact with your company we knew you were the ones who would help us in our journey with Jack.

Jack's medical needs were extensive. For 3 years we placed orders for supplies and oxygen and were transferred by the "have an awesome day" lady. Our nurses all agreed that no matter the type of day we were having she always made us smile. Her warmth and professionalism are balanced so well. When caring for a child whose medical needs were almost always critical, I always enjoyed hearing that "have an awesome day" from the receptionist. I am sorry to say that I don't even know her name.

The spring after Jack was born he needed to be put on bi-pap at night because nights were the time when he breathed the worst. It wasn't as simple as it sounds though; we along with Summer had a hard time finding the right machine and the right settings. Jack was very small and his breathing was very irregular to say the least. Summer spent a lot of time on the phone and in our home working with Jack's nurses and me to find the right mask, machine and settings. She would drop different machines and masks off at our house on her way home with a smile. She knew we were frustrated with the equipment but was always patient and willing to try something new. Summer is a great part of your respiratory team and helped us find the right bi-pap for Jack.

Finally the employee who we dealt with the most is Jason Schmidt. He was our first contact with PHS when he came to Children's Minneapolis to help train us on the food pump, oxygen tanks and apnea monitor. We saw Jason weekly for 3 years excluding our brief trial with a liquid oxygen company. (As a company you have other oxygen companies beat hands down. One man who delivered liquid oxygen for us was a smoker and left a lingering smell in our house. Another deliverer was unkempt and terribly rude. We knew PHS was the best after that brief trial.) Jason always came with a smile and offered great tips he had learned over the years—like how to "dress up" the huge tanks. We tried it all it seems with the oxygen and finally went back to the concentrator in our home. With each change Jason was patient and kind. The most touching though was when Jack died I asked if Jason could be the one to come take our equipment back; I didn't want to deal with anyone new at that point. He rearranged his vacation so we wouldn't have to wait a week or deal with anyone new. He was so kind and tender when he came to our house for Jack's equipment, I will never forget the kindness he showed our family. Jason is a top-notch employee and handles his job with professionalism and heart.

These 3 employees are the ones who most impacted our son and our family's life from PHS. I am sure you have more employees like your receptionist, Summer and Jason. I hope you know what fabulous employees you have in these 3 people. Please pass on my gratitude to these 3 individuals. They will forever stand out in my mind as people who went the extra mile to make our life with Jack better. Thank you!

Warmly,

Karen, mom to Jack