

Online Payment Option

RESPONDING TO FEEDBACK

After receiving feedback from families that they would prefer an online bill pay option, our billing department responded by setting up an online system for those paying a bill with PHS.

Of course, PHS staff are still ready and able to take payments over the phone – just call 651-642-1825 and ask to speak to billing.

PHSOnlineBillPay.com

Read our PHS blog lately?

IT'S LOADED WITH GREAT STUFF

- Information, updates and tips on all kinds of topics – from care instructions to helpful resources to fun, family-friendly activities
- Advice, insight and support from parents, PHS staff and other professionals

Subscribe today!

PediatricHomeService.com/blog

New Name, Same Great Service

AN UPDATE TO PRIVATE DUTY NURSING

In the future, you may see materials or hear conversation that refers to our service Home Care Nursing, or HCN. This change comes after a reform was proposed in legislation this past session and signed into effect on July 1 to change this service name from Private Duty Nursing Service (PDNS) to Home Care Nursing. However, rest assured that you can still expect the same comprehensive, specialized care that has been provided since we began this service.

This was an industry-wide change, with the new name clarifying and modernizing the terminology in a way that better reflects the work our in-home nurses do to care for and provide services to complex patients at home every day.

If you have any questions about our Home Care Nursing service, please don't hesitate to contact us by calling 651-642-1825 and asking for any available HCN staff person.



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Be sure to visit our blog at

PediatricHomeService.com/blog

INSIDE THIS ISSUE

Olivia Stays Active with SCIG

PLUS:

Online Ordering is Coming,
Preparing for Enteral Connector Changes,
Studying Pediatric Central Lines



Thriving at Home

SCIG KEEPS OLIVIA ACTIVE



Cover Story

When Olivia grows up, she wants to be a pediatric nurse so she can help kids – just like she's seen them do in the hospital and at home.

Diagnosed with immune deficiency at three and then later with a mitochondrial disorder, Olivia had a port and g-tube placed when she was four. She also did intravenous immunoglobulin (IVIG) therapy to improve

her immune system. But, after experiencing issues with how her body reacted during the infusions, she began doing subcutaneous immunoglobulin (SCIG) therapy.

"Being able to do SCIG at home has been the best decision we have made," says Olivia's mom Rachel. "When Olivia first started getting IVIG at the hospital, we would be there for hours. Now, we are able to do infusions on our own time, which means Olivia doesn't miss school or gymnastics, and we can spend time together as a family."

Read more:

[PediatricHomeService.com/blog/thriving-at-home-olivia](https://www.pediatrichomeservice.com/blog/thriving-at-home-olivia)

When will PHS online ordering be ready?

ENSURING A SMOOTH PROCESS

After recognizing that a number of our families would prefer an option to order their supplies from PHS online, we set out to create a system that would help them do just that.

But why is it taking so long? The answer is pretty simple. We want the experience to be as easy for you as possible, and that means building – and testing – until we're positive it will be.

Prefer to order over the phone? You can still call us at 651-642-1825.

Read more:

[PediatricHomeService.com/blog/online-ordering](https://www.pediatrichomeservice.com/blog/online-ordering)

Want to help test our software?

We'd love input from our families.

If you're interested, email

pjclifton@pediatrichomeservice.com.



Bringing Infusion Home

INTEGRATED CARE COMES TO YOU

When your child needs infusion therapy, you don't have to go to a clinic – we come to you, ensuring care is seamless and life continues uninterrupted.

"Our infusion department prides itself on understanding the dynamics of each patient, meeting their unique needs and providing the highest level of care," says Michelle Curley, infusion manager at PHS. "With infusion at home, appointments can happen on the family's schedule."

Whether your child is in need of total parenteral nutrition (TPN), subcutaneous or intravenous immunoglobulin (SCIG/IVIG), antibiotics, or a number of other therapies we provide, our infusion nurses and in-house infusion pharmacy are ready to meet your individualized needs and provide 24/7 support. Call 651-642-1825 today for more information about receiving infusions at home.

Read more:

[PediatricHomeService.com/blog/bringing-infusion-home](https://www.pediatrichomeservice.com/blog/bringing-infusion-home)

Changing Connectors

PREPARING FOR ENTERAL CONNECTOR UPDATES

To increase patient safety, reduce the risk of misconnections and create international consistency, manufacturers of enteral products are working to create a new lock method for correctly matched enteral connectors. The decision was driven by a desire to eliminate misconnections to ensure patient safety in all care settings. The new connectors will be available in 2015.

At PHS, we recognize that this could be a big change for some of our parents and caregivers.

We are doing everything to ensure a smooth transition, including creating new education tools around the connectors. Stay tuned to the PHS blog and our website for materials we will be preparing for those using the affected supplies as soon as they are available.

Read more:

[PediatricHomeService.com/blog/changing-connectors](https://www.pediatrichomeservice.com/blog/changing-connectors)

Message from Our Medical Director

PHS TO STUDY CENTRAL LINES IN CHILDREN

PHS is excited to begin a 48-month-long study to learn more about preventing and treating central line complications in pediatric patients.

In tracking referred patients, PHS has demonstrated a consistently low number of central line associated bloodstream infections (CLABSIs). Yet, relatively little is known about the incidence of complications and effectiveness of interventions associated with central lines in pediatric patients at home. The PHS study will track the success or failure of interventions to treat complications, such as CLABSIs, line occlusion, thrombophlebitis, leaks and wound dressing issues.

PHS infusion therapy patients who give informed consent will be followed during the time their lines are present.

Read more:

[PediatricHomeService.com/blog/central-line-study](https://www.pediatrichomeservice.com/blog/central-line-study)

Pediatric Home Service can serve you **24 hours a day, 365 days a year**.
Call **651-642-1825** or visit **PediatricHomeService.com**.

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