



Starting care with Pediatric Home Service

Welcome to your first step in starting or transferring home care. We know this is a complex time for you and we're here to walk you through the process. We are happy to answer any questions along the way to help you make the best possible decisions for your child and your family.

WE'RE HERE FOR YOU. CALL US TODAY. [866-654-2731](tel:866-654-2731)

Kids do better at home

PHS strongly believes kids with medical complexities do better at home. In 1990, PHS began in Minnesota to help kids and their families live their healthiest life at home.

We now serve patients across the country with comprehensive care that helps patients and families succeed at home. Serving kids is our specialty, but we also serve adults who have diseases that began in childhood.

Visit our website to see what services are available in your area. If you live outside our current service area, please call the location nearest you for more information.

[VIEW SERVICES IN YOUR AREA](#)

Table of contents

To go to any section, simply click within the contents menu.

PAGE 03		STARTING CARE	PAGE 09		HOME CARE NURSING
PAGE 04		RESPIRATORY THERAPY & EQUIPMENT	PAGE 11		SKILLED NURSING VISITS
PAGE 06		ENTERAL NUTRITION	PAGE 12		ONLINE RESOURCES
PAGE 07		INFUSION NURSING & PHARMACY			

Starting care

Whether switching providers or coming home from the hospital, choosing a home care provider is a big decision. Pediatric Home Service (PHS) works with you to make the transition as seamless as possible.

The following is an overview of what you can expect when starting services with PHS.

PHS admission process

If your child is just starting care, tell your doctor you would like PHS to be your home care provider.

If you are currently working with a home care provider, call the closest PHS location. We can talk through the next steps to get started.

A PHS intake specialist answers your questions and gathers necessary information related to your child's care. This puts you one step closer to the care your child needs as soon as we pick up the phone.

PHS works with your child's doctors, hospital care manager, or clinic staff to determine needed services. We assign a PHS clinician as the primary contact for your child's care. This ensures we meet your needs every step of the way.

New patients can start receiving services from PHS any day of the week. For patients leaving the hospital, that means no waiting until Monday morning to go home.

Questions about health insurance?

Simply call your nearest PHS location, and we can help. PHS billing specialists understand the complex and changing needs of pediatric patients and can answer your questions.

We have contracts with most major health insurance providers as well as Medicaid; however, we do not accept Medicare. Our team works with you to check your child's health insurance coverage. We're also here to help with payment plans.

Respiratory Therapy & Equipment

When you work with Pediatric Home Service, your child has a primary respiratory therapist to coordinate all equipment and services. We make sure you feel comfortable with every aspect of your child's care. Your primary respiratory therapist will be your point of contact as you switch providers or transition from hospital to home.

Visit PHSServiceSearch.com to see if Respiratory Therapy & Equipment are available in your area.

Home assessment

Our main goal is to keep our patients safe at home. Before you switch home care providers or leave the hospital, we visit your home to address any potential safety issues. We share assessment information with you and your child's primary doctor, and work together to address any concerns.

Home assessments can include

- Language preference – Ensuring clear communication between clinicians and your family
- Supply storage – Ensuring safe storage of prescribed medicines, supplies, and formula
- Backup plans – Developing an emergency backup plan for extended power outages or severe weather
- Safety equipment checks – Ensuring your home has appropriate safety equipment, such as carbon monoxide detectors, smoke alarms, and fire extinguishers
- Hazard assessment – Identifying areas with increased potential for accidents, such as falling or tripping
- Electrical system check – Ensuring the electrical system can safely support the power needs of medical equipment

Equipment delivery and setup

PHS clinicians work with your family to arrange equipment delivery and setup. Setup can involve helping you choose an equipment location that promotes your child's inclusion at home. Anywhere your family spends the most time might be the best spot, especially if your child has limited mobility.

If you are transferring to PHS, you'll need to arrange the return of equipment to your current provider. We are glad to answer any questions or address any concerns.

Caregiver training

If your child is coming home from the hospital, PHS clinicians provide you in-hospital training. This helps ensure you are familiar and comfortable with all your child's equipment and therapies. After your child arrives home, or when switching providers, we review equipment and training materials with you at home.

Ongoing care

You have 24/7 support.

Medical support from our respiratory therapists is available 24 hours a day, every day of the year. We are here to answer questions or help you troubleshoot equipment problems.

We communicate every step of the way.

Your child's primary respiratory therapist provides up-to-date communication to your child's medical team as needed, including his or her doctor and other health care providers. Within PHS, we use a shared electronic charting system to keep the PHS care team current on patient information.

Enteral Nutrition

Nutrition is an important part of care for children with medical complexities. Pediatric Home Service provides Enteral Nutrition and oral supplements, as well as home parenteral nutrition, for patients who require feeding support.

Visit PHSServiceSearch.com
to see if Enteral Nutrition is
available in your area.

Nutrition for happy, healthy kids

Helping kids meet their individual health goals means understanding how their nutritional needs change as they grow.

Dietitians play an important role in helping families understand nutrition requirements and products. Our clinicians serve as information resources and work directly with high-need patients and their families.

Inventory to meet patient needs

With hundreds of standard, elemental, and semi-elemental products available, our stock of nutritional formula and supplements is one of the largest in the country. Our team will work to ensure you have the product your child needs to stay healthy at home.

Ongoing care

Ordering feeding supplies is easy.

Our customer service team at PHS can help you manage and order supplies. Use our location finder PHSServiceSearch.com to determine the phone number of the location closest to you.

Infusion Nursing & Pharmacy

When you work with Pediatric Home Service, we assign you an infusion clinician who coordinates management of medicines and nursing visits. They also make sure you feel comfortable with every aspect of your child's care and will be your point of contact as you switch providers or transition from hospital to home.

Visit PHSServiceSearch.com
to see if Infusion Nursing & Pharmacy
is available in your area.

Home assessment

Our main goal is to keep our patients safe at home. Once you begin service, we visit your home to identify any potential safety issues. We share assessment information with you and your child's primary doctor, and work together to address any concerns.

Home assessments can include

- Language preference – Ensuring clear communication between clinicians and your family
- Supply storage – Ensuring safe storage of prescribed medicines, supplies, and formula
- Backup plans – Developing an emergency backup plan for extended power outages or severe weather
- Safety equipment – Ensuring your home has appropriate safety equipment, such as carbon monoxide detectors, smoke alarms, and fire extinguishers

Equipment delivery and setup

Whether you are switching providers or just coming home from the hospital, we make the transition as seamless as possible. If you are switching to PHS, you'll need to arrange for the return of equipment with your current provider. We are glad to answer any questions or address any concerns.

Caregiver training

PHS clinicians provide thorough training so that all caregivers are familiar and comfortable with all equipment and therapies. Our clinicians meet your family at home to review equipment and training materials specific to your child's needs.

Ongoing care

We provide 24/7 support

A PHS infusion nurse is available 24 hours a day, every day of the year. We do what you need when you need it. This might include responding to emergency middle-of-the-night calls for medicine.

Infusion nurses visit your home regularly

The frequency varies depending on the type of therapy your child requires and the doctor's order.

At visits, a nurse:

- Conducts a health status assessment
- Reviews any caregiver education needs
- Draws labs if ordered by the doctor
- Changes infusion dressings as needed
- Administers medicine ordered by the doctor

On-site infusion pharmacy

We work directly with our on-site pharmacy team who are specialists in the changing needs of growing children. You can always be sure your child's unique needs are being met.

We communicate every step of the way

Your child's primary infusion nurse or case manager provides up-to-date communication to your child's medical team as needed, including his or her doctor and other health care providers. Within PHS, we use a shared electronic charting system to keep the PHS care team current on patient information.

Home Care Nursing

PHS offers Home Care Nursing in the 11-county metro area of Minnesota.

Home Care Nursing is key to helping families of children with medical complexities be together at home.

Our Home Care Nursing team works with you to understand your child's medical needs. They then determine the appropriate number of nursing hours and a schedule that works for your family.

Visit PHSServiceSearch.com
to see if Home Care Nursing is
available in your area.

Expert care in your home

We hire highly skilled nurses who understand the needs of children with medical complexities. In addition, every nurse who cares for your child receives extensive training specific to your child's needs.

We understand the challenges of having a non-family member in your home. PHS trains its nurses to honor and respect family boundaries.

Coordinated care

A case manager coordinates all aspects of your child's care. This begins with visiting your home before care starts and continues through helping you order supplies. The case manager is the point of contact between you and your child's medical providers to ensure coordinated care.

Our Home Care Nursing patients also benefit from the availability of the full range of PHS services. These include Respiratory Therapy & Equipment, Enteral Nutrition, Infusion Nursing & Pharmacy, Mental Health, and Skilled Nursing Visits. That means even more coordination of services to meet each of your child's medical needs.

Caregiver training

Our nurses help you and your backup caregivers develop the skills and confidence to care for your child at home. We provide thorough training on all equipment and special care needs.

We recognize home care can be overwhelming for families. That is why we work to make sure all caregivers are completely comfortable with your child's care routine.

Ongoing care

Regular health status assessments.

We conduct an assessment every 60 days, after every hospitalization, and after any significant change in your child's health. These assessments determine whether we should maintain or change the number of nursing hours. Your home care nursing case manager discusses any change with you.

Some patients require a high level of home care nursing throughout their lifetimes. In these situations, we provide nursing hours that reflect our ongoing assessments and your child's health insurance coverage.

Information sharing is seamless.

Ensuring communication between you and all paid caregivers is an important part of our role. The nurse updates your child's electronic chart throughout the day and sends routine reports to your child's doctors. We provide access to the electronic chart when doctors and pharmacists need it. In the home, families and nurses can use a communication book, and families also have access to medical records through MyPHS Portal.

You can reach us day and night.

Our experienced clinicians take your call and assess your child's needs 24 hours a day, every day of the year.

Skilled Nursing Visits

PHS offers Skilled Nursing Visits within a 45-mile radius of Maple Grove, MN.

With this service, a pediatric nurse carries out specific tasks at the patient's home. The tasks vary based on what is required by the patient's safe care plan.

Visit PHSServiceSearch.com
to see if Skilled Nursing Visits are
available in your area.

Expert care in your home

Our skilled nurses are trained in delivering care that is personalized to the unique needs of your child. Whether the patient's needs are short-term or ongoing, your designated nurse ensures your questions are answered and your child's needs are met at each visit. The child's doctor determines the number of home visits the pediatric nurse makes.

Your nurse provides up-to-date communication to your child's medical team as needed, including his or her doctor and other health care providers.

Reasons for Skilled Nursing Visits

- Peripheral lab draw
- Nutritional status assessment
- NG tube placement and education
- Synagis administration
- Administration of injectable medicines
- Dressing changes
- Premature baby checks (weight, overall patient health)

Skilled nursing visits are provided by PHS Home Health Agency. Services in the HHA include skilled nursing and medical social work. All other services offered by PHS are provided independently of the Medicare-Certified HHA.

Online Resources

Pediatric Home Service has developed resources to help patients and caregivers be confident in care at home. From online and in-person education to a secure portal for communication and record access, these tools are just another way we offer unparalleled comprehensive care.

Clinical Online & On-Site Education

We offer extensive education services, training, and resources for health care professionals and family caregivers.

Tips & How-To's*

PHSTips.com

- Respiratory Care
- Infusion
- Nutrition
- Infection Prevention
- Life with a Medically Complex Child

Online Courses

PediatricHomeService.com

- Respiratory Equipment Basics
- Trach Tube Essentials
- Ventilation Basics
- Airway Clearance
- Enteral Basics
- Home Parenteral Nutrition
- IV Basics and more

On-Site Courses (MN only)

Our in-person courses are taught by qualified, experienced clinicians in a friendly, open atmosphere. We invite family caregivers of patients to attend our classes at no charge.

Access MyPHS Portal** via MyPHSPortal.com

Access specific sections of a patient's medical records and communicate with PHS clinicians in one secure location.

- Education materials specific to your child's needs available anytime
- Easy ordering for PHS supplies
- Electronic signatures and email reminders so you never miss a form or letter
- Quick link to payment system for PHS bills

Access Online Ordering** via MyPHSPortal.com

- Easily organize and order PHS supplies online from a computer or your mobile phone
- Place monthly supply orders
- Review order history
- Allow others to order supplies for your child
- View and print your child's supply list with photos

*Some videos are available with Spanish subtitles

**MyPHS Portal and Online Ordering are not currently available to patients in all locations