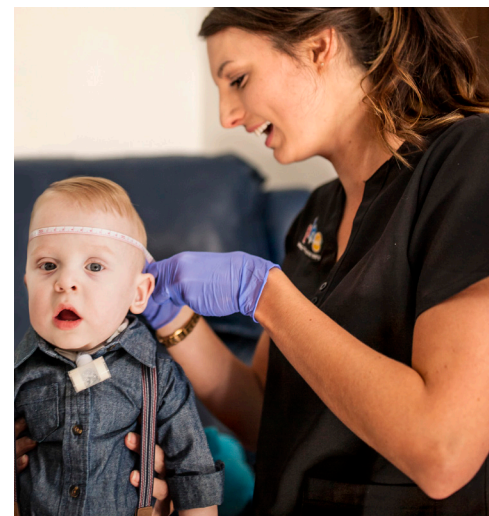


Care & Service



Welcome!

Hello. I want to start off by welcoming you to the PHS family. We are grateful for the trust you place in us. We look forward to partnering with you to keep your child safe and healthy at home. When you work with PHS, you get more than just medical services – you get complete care. We provide a range of services that support a growing child. We can help with insurance and give warm hugs when life gets overwhelming.

As a Pediatric Center of Excellence, all decisions center around the needs of our patients and their families. This approach touches every aspect of our organization. It includes hiring and training our employees, supporting medical non-profits, representing patients' needs at the legislature, and doing medical research. To continually improve service, we at times send a patient experience survey and look forward to your feedback.

We have been providing home care for complex pediatric patients for over three decades. Our mission is to take care of the child. Our goal is to make a positive difference in the life of every family we serve. Our hope is children with medical complexities have their best lives living at home participating in their communities.

We look forward to supporting you and your child through your journeys. Don't hesitate to call us if you have questions or concerns about anything related to your child's care. We are here to help.

Sincerely,



Adam Nielsen
Chief Executive Officer



LANGUAGE ASSISTANCE

If you do not speak or read English well, language assistance services, free of charge, are available to you. Call PHS at:

1-800-225-7477
[TTY or TDD: 711]

Albanian / Shqip

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-225-7477 [TTY or TDD: 711].

Amharic / አማርኛ

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ኔግር ይደውሉ 1-800-225-7477 [TTY or TDD: 711].

Arabic / العربية

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم

1-800-225-7477 [TTY or TDD: 711]. (رقم هاتف الصم والاب)

Armenian / Հայերեն

ՈՒՇԱԴԴՈՒԹՅՈՒՆՆԵՐ Եթե խոսում եք հայերեն, ասլա ձեզ անվճար կարող են տրամադրվել լեզվակապակցի անվճար ծառայություններ: Ձանգահարեք 1-800-225-7477 [TTY or TDD: 711]. (հեռախոս)

Burmese / ကြမာကျန်

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။
ဖုန်းနံပါတ် 1-800-225-7477 [TTY or TDD: 711]. သို့ ခေါ်ဆိုပါ။

Cambodian / ខ្មែរ

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតលុយ គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1-800-225-7477 [TTY or TDD: 711].

Chinese / 繁體中文

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電

1-800-225-7477 [TTY or TDD: 711].

Farsi / فارسی

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما

فراهم می باشد. با

1-800-225-7477 [TTY or TDD: 711]. تماس بگیرید

French / Français

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-225-7477 [TTY or TDD: 711].

French Creole / Kreyòl Ayisyen

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-225-7477 [TTY or TDD: 711].

German / Deutsch

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-225-7477 [TTY or TDD: 711].

Greek / ελληνικά

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-800-225-7477 [TTY or TDD: 711].

Gujarati / ગુજરાતી

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-225-7477 [TTY or TDD: 711].

Hindi / हिंदी

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मु त में भाषा सहायता सेवाएं उपलब्ध हैं।

1-800-225-7477 [TTY or TDD: 711]. पर कॉल करें

Hmong / Hmoob

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-800-225-7477 [TTY or TDD: 711].

Italian / Italiano

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-225-7477 [TTY or TDD: 711].

Japanese / 日本語

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。

1-800-225-7477 [TTY or TDD: 711].

まで、お電話にてご連絡ください。

Karen / unD

ဟ်သုဂ်ဟ်သး- နမ့ၢ်ကတိၢ် ကညိၣ် ကျိၣ်အယိၣ်, နမ့ၢ်န့ၢ် ကျိၣ်အတၢ်မၤစၢၤလၢ တလၢဟ်ဘျုးလၢဟ်စ့ၤ နိတံၤဘျုးသ့န့ၢ်လီၤ. ကိး
1-800-225-7477 [TTY or TDD: 711].

Korean / 한국어

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용 하실 수 있습니다.

1-800-225-7477 [TTY or TDD: 711].

번으로 전화해 주십시오.

Lao / ພາສາລາວ

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີຮ່ວມໃຫ້ທ່ານ. ໂທສ

1-800-225-7477 [TTY or TDD: 711].

Nepali / नेपाली

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस्
1-800-225-7477 [TTY or TDD: 711]. टिटिवाङ

Oromo / Oroomiffa

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa
1-800-225-7477 [TTY or TDD: 711].

Pennsylvania Dutch / Deutsch

Wann du (Deutsch (Pennsylvania German / Dutch)) schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff:

1-800-225-7477 [TTY or TDD: 711].

Polish / Polski

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer

1-800-225-7477 [TTY or TDD: 711].

Portuguese / Português

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para

1-800-225-7477 [TTY or TDD: 711].

Punjabi / ਪੰਜਾਬੀ

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ।

1-800-225-7477 [TTY or TDD: 711].

ਤੇ ਕਾਲ ਕਰੋ।

Russian / Русский

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-225-7477 [TTY or TDD: 711].

Serbo-Croatian / Srpsko-hrvatski

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. 1-800-225-7477 [TTY or TDD: 711].

Somali / Af-Soomaali

DIGNIIN: Haddii aad ku hadasho af Soomaali, si lagucaawiyo waxaa lagu diyaariyey adeeg luuqadeed oo ah lacag la'aan. Kala soo xiriir 1-800-225-7477 [TTY or TDD: 711].

Spanish / Español

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-225-7477 [TTY or TDD: 711].

Swahili / Kiswahili

KUMBUKA: Ikiwa unazungumza Kiswahili, unaweza kupata, huduma za lugha, bila malipo. Piga simu 1-800-225-7477 [TTY or TDD: 711].

Tagalog / Filipino

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-225-7477 [TTY or TDD: 711].

Telugu / తెలుగు

శ్రద్ధ పెట్టండి: ఒకవేళ మీరు తెలుగు భాష మాట్లాడుతున్నట్లయితే, మి కరకు తెలుగు భాషా సహాయక సవలు

ఉచితంగా లభిస్తాయి. 1-xxx-xxx-xxxx (TTY: 1-xxx-xxx-xxxx) కు కాల్ చేయండి.
1-800-225-7477 [TTY or TDD: 711]. కు కాల్ చేయండి.

Ukrainian / Українська

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-800-225-7477 [TTY or TDD: 711]. телетайп:

Urdu / اُردُو

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال
1-800-225-7477 [TTY or TDD: 711].

Vietnamese / Tiếng Việt

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số. 1-800-225-7477 [TTY or TDD: 711].

Yoruba / èdè Yorùbá

AKIYESI: Bi o ba nsọ èdè Yorùbá ọfẹ ni iranlọwọ lori èdè wa fun yin o. Ẹ pe ẹrọ-ibanisọrọ yì 1-800-225-7477 [TTY or TDD: 711].

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STATE SPECIFIC INFORMATION 25

About PHS

EMERGENCY CARE

Call 911 if you think your child is having a life-threatening emergency. PHS does not provide emergency medical services. We provide 24-hour support for PHS equipment, supplies, medicine, and services.

ACCREDITATION

A national organization approved by the Centers for Medicaid and Medicare Services officially recognizes PHS for the quality and safety of its patient care at select locations.

PHS NONDISCRIMINATION POLICY

Pediatric Home Service (PHS) does not discriminate based on race, color, national origin, age, disability, or sex. PHS meets the requirements of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Section 1557 of the Patient Protection and Affordable Care Act of 2010 and the regulations related to these Acts.

PHS does not exclude people from service or treat them differently because of race, color, national origin, age, disability, or sex. PHS provides free aids and services to people with disabilities for effective communication, such as:

- Qualified sign language interpreters
- Written information in other formats

PHS provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact 1-800-225-7477 toll-free [TTY or TDD: 711] or go to <https://www.pediatrichomeservice.com/contact-us/>.

NOTICE OF PROGRAM ACCESSIBILITY

Pediatric Home Service and all its programs and activities are accessible to and usable by persons with disabilities. These include persons who are deaf, hard of hearing, blind, or who have other sensory impairments. Access features at our service sites include

- Designated disability parking
 - Level access or ramps between parking areas and entrance
 - Fully accessible public waiting areas, restrooms, and meeting areas/rooms
- Communication aids are available at all sites for no additional charge and include
- Qualified sign language interpreters for persons who are deaf or hard of hearing
 - Communication with PHS using the person's preferred Telecommunications Relay Service option
 - Many materials are offered in a variety of written, visual, and audible formats and in other languages

Notify a PHS employee if you require any of these aids or other assistance.

About PHS (continued)

WHAT YOU CAN DO

If you believe that PHS fails to provide accessible services or discriminates in other ways based on race, color, national origin, age, disability, or sex, you can file a grievance with

V.P. of Quality and Compliance

Pediatric Home Service

2800 Cleveland Avenue North

Roseville, MN 55113

651-642-1825 or 1-800-225-7477 (toll free)

<https://www.pediatrichomeservice.com/contact-us/>

651-638-0680 (fax)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the V.P. of Quality and Compliance is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, in the following ways:

Electronically through the Office for Civil Rights Complaint Portal at ocrportal.hhs.gov/ocr/portal/lobby.jsf

By mail at

U.S. Department of Health and Human Services

200 Independence Avenue SW Room 509F

HHH Building

Washington D.C. 20201

By phone at

1-800-368-1019, 1-800-537-7697 (TTY)

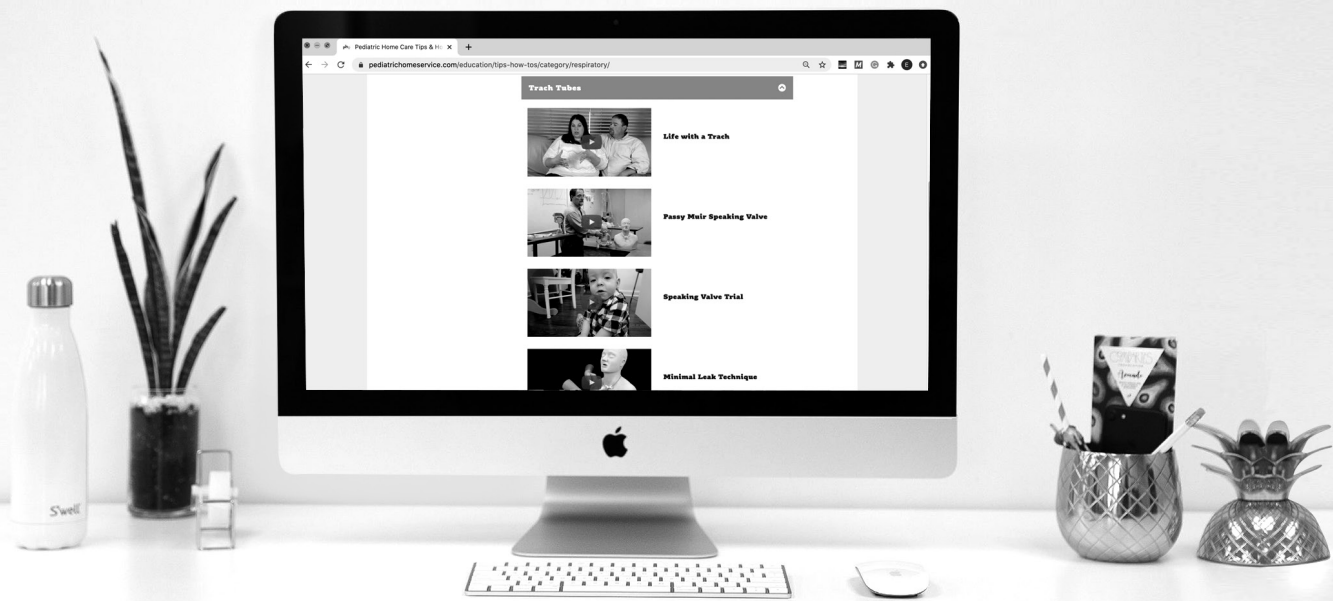
Civil rights complaint forms are available at hhs.gov/civil-rights/filing-a-complaint/index.html

Tips and How-To's

These are educational videos and resources created by PHS to support families and caregivers.

ACCESS THEM AT [PHSTIPS.COM](https://www.pediatrichomeservice.com/phstips.com)

- Topic categories include respiratory care, infusion, nutrition, infection prevention, and life with a medically complex child.
- Tips include how to
 - Safely operate, troubleshoot, and maintain equipment
 - Organize supplies
 - Travel with a child with medical complexity



Equipment and Supplies

Check that your child's health insurance pays for the equipment and services the doctor wants for your child. Your child's care plan and insurance determine the type of equipment we provide.

EQUIPMENT

- Your child's insurance determines whether you rent or buy PHS equipment.
- We rent and bill equipment on a monthly basis. We charge a full month's rental if you return equipment before the end of a one month period.
- We pick up rental equipment you no longer need.

EQUIPMENT MAINTENANCE OR REPAIR

Call a PHS Clinician if you think your child's equipment needs maintenance or repair.

Rented Equipment

- We replace rented equipment at no cost if the unit needs maintenance or repair.

Patient-Owned Equipment

- You can rent a PHS replacement unit while we work on your child's equipment.
- If your equipment is under warranty, there is no charge for maintenance, repair, and parts.
- If your equipment is NOT under warranty, there is a charge for maintenance, repair, or parts.

ATTENTION

Notify us if the doctor says to stop using equipment, supplies, medicine, or services we provide your child.

Equipment and Supplies (continued)

SUPPLIES

Your child's care plan and insurance determine the type, amount, and how often you can replace your child's supplies.

- You can only buy supplies – you cannot rent them.
- We can deliver supplies to your child's home or you can pick them up at our office.
- You cannot return supplies for credit or refund.
- PHS supplies are for home need only. Use hospital supplies if your child is admitted into the hospital.

Insurance

Help us keep the billing and insurance process as simple as possible.

LET US KNOW IF

- Your child's medical needs or insurance change.
- We need to send your child's billing information to someone other than the person who signed the PHS Home Patient Agreement.
- You have questions about your child's medical bill. We call your child's insurance company if we think the payment is less than it should be. We can request a special review of the payment decision (called an appeal).
- You have trouble paying your medical bill. Our Billing Specialists work with you to set up a payment plan. You can pay with check, money order, VISA, MasterCard, American Express, Discover, or in person with cash.

ATTENTION

Please let us know if your child's insurance coverage changes to Medicare.

For Minnesota patients, business practices are **NOT** designed to serve individuals in this program. We can give you names of other medical providers who accept Medicare. And we help you with your child's transition to a new provider.

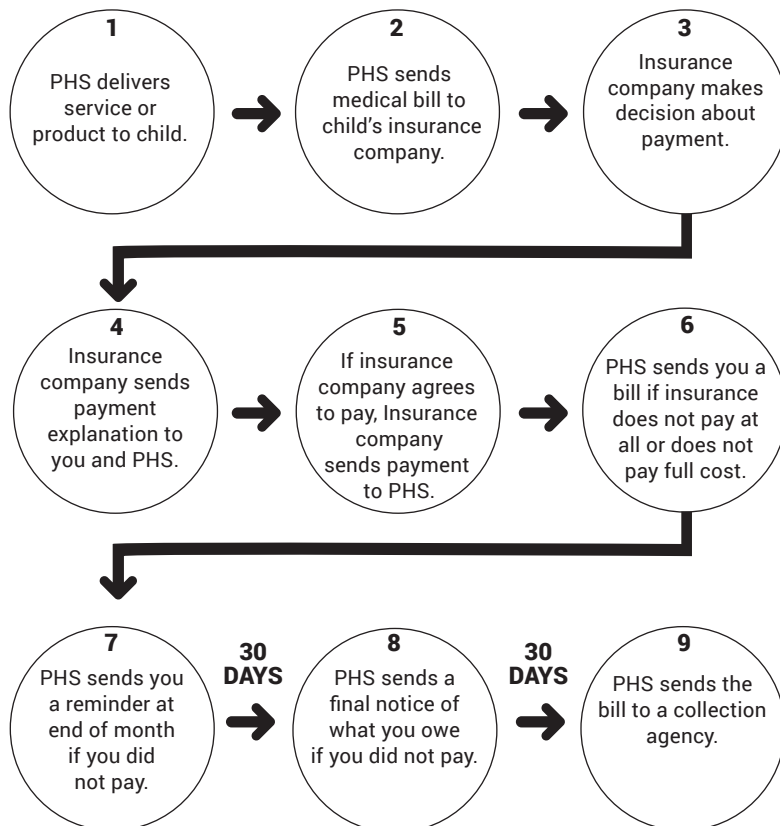
Insurance (continued)

UNDERSTAND

- Insurance may not pay for everything the doctor wants for your child.
- Your child's insurance may
 - Only pay for part of the cost of a product or service
 - Place limits on how often and how much product or service can be ordered
- Your signed PHS Home Patient Agreement lets us directly bill your child's insurance. If we don't get your signed form we send you the medical bill.
- We send you a bill for whatever amount your child's insurance does not pay.

BE AWARE

We repeat steps 1–5 in the billing process if your child has more than one insurance plan.



Your Child's Care Plan

YOUR CHILD'S INFORMATION

Correct information helps us safely manage your child's care plan.

- We may contact you to confirm your child's name, birth date, gender, address, and insurance plan(s).
- Please let us know if any of your child's information changes.

FOLLOWING YOUR CHILD'S CARE PLAN

A doctor writes a care plan that describes the medical care your child needs. We provide you information on how to safely use PHS equipment, medicine, and therapies for this care plan.

ASSESSING PAIN

We need to know if PHS equipment, medicine, or therapies in the care plan cause your child pain. We work with you, your child, and the doctor or clinic to lessen or manage any pain.

RESUSCITATION

Cardiopulmonary Resuscitation (CPR) is an emergency procedure to keep blood flowing through the body when the heart stops beating. All PHS Clinicians are certified in CPR. They perform CPR when ethically required to do so. Please let us know if your child has a Provider's Order for Life-Sustaining Treatment (POLST) or an Advanced Directive.

PATIENT TURNING 18

At age 18, all young people become adults under state and federal law. As adults, they have the right and responsibility to make their own healthcare choices. There are planning and preparation tools for patients under 18 and their families at www.PHSTurning18.com.

Mandated Reporters

Under law, medical and social service professionals must report abuse and neglect they encounter while doing their jobs. Depending on the U.S. state, these persons must report if they know, or have reason to believe,

- A child or vulnerable adult is being neglected, abused, or exploited
- A child was neglected or abused within the preceding three years

PHS reports if we believe a child or vulnerable adult receiving our services is in danger. We make the report to the appropriate authorities. These could include local or state police, the county or state protective service agency, or a county or state attorney. PHS calls 911 if a child or vulnerable adult is in immediate danger.

Basic Home Safety

Knowing and practicing basic home safety can help prevent injury and possible death. Here are some actions that can make your home safer.

USING YOUR CHILD'S EQUIPMENT


- Before using equipment for the first time, read the manufacturer's warnings and cautions.
- Always use the equipment as instructed by PHS and the manufacturer's manual.
- Make sure all caregivers in your home know how to use the equipment.
- Keep liquids away from the equipment and electrical sources. If a spill happens or you think there was a spill, stop using the equipment (if possible). Call PHS right away.
- Place equipment on a stable surface. Make sure your child can't pull the equipment down.
- Place equipment as close to the power outlet as possible.
- Keep pathways to the equipment clear. Rearrange furniture and rugs as needed.

ATTENTION

Never turn off equipment alarms or cover the equipment's loudspeaker.

USING AN ELECTRICAL OUTLET:

Before plugging equipment into an outlet, make sure

- Your electricity meets or exceeds the equipment's power needs (amperage, voltage, and wattage)
- Your wall outlets are properly grounded to prevent electric shock or electrical burns
- You use only UL  safety approved extension cords and power strips
- Unused wall and power strip outlets have plastic safety plugs to protect others from electric shock

ATTENTION

Prevent equipment from being turned off by mistake. Do not use power strips with ON/OFF switches.

Basic Home Safety (continued)

USING FORMULA AND FEEDING PRODUCTS

- Follow the manufacturer guidelines on preparing and storing (cold or at room temperature) your child's formula and feeding products.
- Don't use products that are past their use-by dates.

USING STERILE SUPPLIES

Sterile means clean and free of germs. Examples of sterile supplies include needles, wound dressings, suction catheters, and urinary catheters.

- Keep sterile supplies in their unopened protective packages until ready for use.
- Don't use a sterile supply if it touched a dirty or non-sterile surface or substance. Examples include tap water, floors, beds, unwashed hands, non-sterile gloves.
- Don't reuse sterile supplies.
- Don't use sterile water bottles that are open for more than 24 hours.
- You can use a sterile water drip bag until it is empty or you replace it.

KEEP IMPORTANT PHONE NUMBERS HANDY

- 911 for Emergencies (medical, fire, etc.)
- Doctor, Clinic, or Care Facility
- Hospital
- Pediatric Home Service

PREVENT POISONING

- Keep medicines and cleaning supplies in a locked cabinet or closet.
- Safely discard medicines that are past their use-by date or that you no longer need. See 'How to Dispose of Unwanted Medicine in this booklet.
- Call the Poison Control hotline (800-222-1222) if you think someone has been poisoned.
- Call 911 if a person is having a seizure, not breathing, or appears lifeless.

To report an adverse event or medical device problem, please call FDA's MedWatch Reporting Program at 1-800-FDA-1088.

For information regarding a specific hospital bed, contact the bed manufacturer directly.

Preventing Fire in Your Home

Knowing and practicing fire prevention is critical in making sure your home is safe.


POWER CORDS

Check power cords on your child's medical equipment each month.

Do not use a power cord if

- It is cracked or frayed
- You can see metal wire inside the power cord
- Prongs on plug are loose

SMOKE ALARM

Use only smoke alarms that have a UL symbol. 

Install a smoke alarm on every level of your home and in each bedroom. Read the manufacturer's instructions to know where to place an alarm so it quickly senses the smoke.

Follow manufacturer's instructions for testing, cleaning, and maintaining alarm.

If alarm does not sound when you test it, clean alarm, replace battery, or replace entire alarm depending on source of power.

Prepare a family plan so everyone knows what to do if the smoke alarm goes off.

Check regularly that everyone remembers

- How to get out quickly from each room in the house. Identify more than one exit from a room whenever possible.
- Where to meet outside after escaping the house.

FIRE EXTINGUISHER

Keep one or more fire extinguishers in your home and garage.

Choose a fire extinguisher to match the types of fires that could happen in separate parts of your home. Extinguishers labeled "A-B-C" are recommended for home safety.

Keep extinguisher in plain sight and no more than five feet above the floor.

Store extinguisher out of reach of young children and away from heat sources.

- Do not block extinguisher with coats or shoes, curtains or furniture, equipment or any other items.
- Keep extinguishers in places fires most often start – the kitchen and the garage. Place extinguisher near an exit.

Know how extinguisher works before you need to use it. Training may be available from the local fire department or the manufacturer of the extinguisher.

If there is a fire

1. Pull out pin at top of extinguisher.
2. Aim spray hose at base of fire, not at flames.
3. Squeeze lever slowly.
4. Sweep spray hose from side to side.

Follow manufacturer's instructions for cleaning and maintaining fire extinguisher.

Sources: American Red Cross

National Fire Protection Association www.nfpa.org

TIP

Check your smoke detector when you change the clock to daylight savings time.



Preventing Infection

Preventing and controlling infection is critical in making sure your home is safe.

HAND WASHING STEPS

Keep germs from spreading to others. Clean your hands BEFORE and AFTER handling equipment, supplies, and medicine or providing care.

1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. Scrub your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.
4. Rinse your hands well under clean, running water.
5. Use something other than your clean hands to turn off the faucet.
6. Dry your hands using a clean towel or air dry them.

Source: <https://www.cdc.gov/handwashing/when-how-handwashing.html>

HAND SANITIZERS

Use an alcohol-based hand sanitizer that contains at least 60 percent alcohol. Keep hand sanitizer out of reach of children.

HANDLING STERILE SUPPLIES

When handling sterile supplies, wash AND glove your hands according to instructions from your PHS clinician and education material.

SIGNS OF INFECTION

1. Be alert to these signs of infection:
 - Fever greater than 101.5 degrees Fahrenheit (38.6 Celsius)
 - Sleeping more than usual
 - Coughing, wheezing, or difficulty breathing
 - Long periods of increased breathing or heart rates
 - Stuffy nose, sneezing, or sore throat
 - Thicker or increased amount of mucus in the lungs, nose, or throat
 - Mucus with a foul odor or with a green, yellow, brown, pink, or red color
2. Always talk with your doctor before using over-the-counter cold medicine to control cold or flu symptoms.
3. Call your doctor and PHS clinician if an infection develops.



Emergency Situations

Being prepared for emergencies can make the difference between there being a mild nuisance or a possible tragedy. Here are some things to keep in mind when you or your child depend on medical support equipment.

EMERGENCY PLANNING

- Before going home from the hospital
 - Contact your police and fire departments and a local ambulance service. Notify them of your or your child's need for emergency services.
 - Alert the electric company to put your home on a medical priority list for restoring power after an outage.
 - Notify the phone company if you don't use a cell phone. Alert them to put your home on a medical priority list for restoring service.
- Create an Emergency Action Plan. Talk with your PHS Clinician if you have questions or need help creating an Emergency Action Plan. Keep your Emergency Action Plan where it is easy for everyone to see. Review the plan with your family and caregivers on a regular basis and update when needed.
- Notify your local fire department if you or your child use oxygen or life support equipment in your home.
- Keep a working flashlight near the medical equipment. Never use candles.
- Keep a battery-operated radio close to the equipment.
- Identify only one location for storing backup medical equipment and non-refrigerated supplies.
- Use power surge protectors with your medical equipment.
- Sign up to be on your community's emergency warning system.
- Include health insurance information and medical provider contact information in your severe weather or emergency evacuation kit.

EQUIPMENT FAILURE

- Call 911 if a medical equipment breakdown is life-threatening.
- Call PHS to troubleshoot if a medical equipment breakdown is not life-threatening. We may need to repair or exchange the equipment.

POWER OUTAGE

- Prepare for a power outage by knowing
 - How long the battery for a piece of equipment can provide operating power
 - Where the equipment's backup battery is located
 - How to hook up or install the backup battery
 - How long you or your child can safely be without medical equipment support
- Remember that cordless phones do not work during power outages. Arrange for another method of emergency communication.

EMERGENCY PREPAREDNESS QUESTIONS?

Call PHS if you have questions about being prepared for an emergency when using medical equipment.

Emergency Situations (continued)

SEVERE WEATHER AND NATURAL DISASTERS

- Know where to find severe weather and natural disaster alerts. Examples include the Wireless Emergency Alert system and NOAA Weather Radio.
- Read information on preparing for and staying safe during severe weather and natural disasters. Go to any of the following: [ready.gov](https://www.ready.gov); [epa.gov/naturaldisasters](https://www.epa.gov/naturaldisasters); your state's weather safety or emergency preparedness web sites.
- Contact the fire department for information on actions to take during severe weather or natural disasters.
- Locate evacuation routes and the nearest emergency shelters.
- Identify a safe place to go when not evacuating. Work out challenges to moving essential equipment and supplies, back-up battery, flashlight, and battery-operated radio to that location.

Travel Basics

Traveling with your child may require special planning. For example, taking a copy of your child's most current doctor's order. A PHS Clinician is available to discuss what special planning your family may need.

TRAVEL CHECKLIST—AVAILABLE ONLINE!

1. Go to [PHSTips.com](https://www.phstips.com).
2. Select Life With a Medically Complex Child.
3. Select Traveling with a Medically Complex Child.
4. Select Travel Checklist (PDF) to view and download.

CARRYING DISPOSABLE SUPPLIES

You can carry disposable supplies with you. Or we can ship disposable supplies to your travel destination in the United States (except Hawaii and Alaska). Please allow five business days for shipping.

SHIPPING YOUR EQUIPMENT

If you ship your child's equipment, make sure it arrives safely by packing it in the correctly-sized box. Call us if you need boxes for your child's equipment.

RESOURCES IN YOUR TRAVEL AREA

Before leaving home, call a hospital in your travel area and ask about resources for your child's medical needs. Identify you need resources for a child because most home care and medical equipment providers serve only adults.

Travel Basics (continued)

TRAVELING BY AIR

Before buying a plane ticket, call the airline and describe your child's medical needs. The airline may require a doctor's order for medical support during the flight. If your travel involves multiple airlines, contact each one as airlines differ in their medical support services and requirements. Check that the airline terminal can support your child's needs before boarding and after exiting the airplane.

You cannot bring compressed or liquid oxygen onto the plane in a checked or carry-on bag or with your child. Some airlines provide compressed oxygen for passenger use and you must arrange this in advance. You can pack an approved portable oxygen concentrator (POC) in a checked or carry-on bag. Airlines differ in how many POC batteries you must carry and where and how to safely pack them. For a list of POCs that meet federal requirements for in-flight use, see www.faa.gov/about/initiatives/cabin_safety/portable_oxygen/

OXYGEN COMPANIES

Ask your clinician if there are alternate methods for addressing your child's oxygen needs. Inquire if there is a list of oxygen companies in your travel area. Some companies specialize in oxygen and related medical equipment for travelers. The following are some companies that specialize in oxygen and related medical equipment for travelers:

Advanced Aeromedical

Provides oxygen for airport layovers, hotel stays, cruises, and motor tours. Coordinates provision of oxygen internationally. There is a fee for these services. Sells and rents portable oxygen equipment.
1-800-346-3556
www.aeromedic.com

Freedom Link

Identifies sources of oxygen and related supplies in the United States.
1-866-693-3012
www.vgmfreedomlink.com

Travel O2

Arranges for worldwide delivery of medical and oxygen equipment. There is a fee for these services.
1-800-391-2041
www.travelo2.com

PHS Notice of HIPAA Privacy Practices

PLEASE REVIEW THIS NOTICE CAREFULLY

This notice describes how medical information about a patient may be used and disclosed and how you can get access to this information.

WHAT ARE PHS HEALTH INFORMATION RESPONSIBILITIES?

As we provide care and service, PHS collects information that becomes part of a patient's medical and billing record. This information is called Protected Health Information (PHI). PHI includes information about the patient we receive from

- The patient or the the patient's legal guardian or principal caregiver.
- The medical people involved in the patient's care, such as doctors, hospital or clinic staff, home care or school nurses, and mental health therapists.
- The patient's health insurance company.

Federal law and our concern about patient protection require us to keep a patient's PHI private. We do this in many ways.

- We have protections for paper and computer records to prevent accidental or intentional change, loss, or misuse of PHI.
- We have written policies protecting PHI that govern how we do business.
- We regularly train all our employees on laws and PHS policies for protecting PHI.
- We require all non-health care industry companies with which we work when we provide patient services to sign a legal agreement to follow PHI laws.

PHS notifies the patient or legal guardian if a loss of PHI occurs that is likely to cause patient harm. PHS sends this report no more than 60 days after we learn about the loss.

HOW DOES PHS USE AND SHARE PROTECTED HEALTH INFORMATION?

Federal law allows PHS to use and share PHI without a patient's written permission for the following six purposes. For each purpose, we list one of many possible examples.

1. Patient Care and Treatment

We may share PHI with other health care providers as we give, manage or coordinate health care and related services for a PHS patient.

Example: Speaking with referring health care providers to obtain medical history or determine best equipment, supplies, or medicine for a patient.

PHS Notice of HIPAA Privacy Practices (continued)

2. Payment for PHS Services

We may share PHI with the patient's health insurance provider as we seek payment for PHS services.

Example: Sharing PHI to determine whether the patient's health insurance pays for equipment and supplies ordered by the doctor.

3. On-Going Health Care Practices

We may use PHI for business operations and to check that PHS follows all laws and guidelines for providing safe, high-quality patient care.

Example: Reviewing medical records to assure we follow proper billing practices.

4. Public Health

We may share PHI with appropriate authorities to prevent serious threat to individual or public health or safety.

Example: Sharing a life-threatening patient event involving medical equipment with the federal Food and Drug Administration (FDA).

5. Suspected Abuse or Neglect

We may share PHI with appropriate authorities to address concerns about abuse, neglect, or domestic violence involving a child or vulnerable adult.

Example: Sharing a nurse's observations with a county Child Protection Service if there is concern about a child's well-being.

6. Legal Actions

We may share PHI as required for court or law enforcement actions.

Example: Sharing a patient's location in response to a court order from the police.

In the following situations, federal law requires PHS to seek and receive written permission from the patient or the patient's legal representative before using or sharing PHI in the following situations. PHS must explain to the patient or the patient's legal guardian why and with whom we want to share PHI.

- For requests to use or share PHI for purposes other than the six purposes listed above under "How Does PHS Use and Share Protected Health Information?"
- For most requests to receive or share mental health treatment information contained within the medical record.

The patient or patient's legal guardian can refuse permission to use or share PHI. Refusal does not affect the care or service PHS provides the patient. The patient or patient's legal representative can withdraw permission in writing at any time.

PHS Notice of HIPAA Privacy Practices (continued)

WHAT ARE THE PATIENT'S PRIVACY RIGHTS?

The patient or patient's legal guardian has the following Protected Health Information (PHI) rights. The person can

- Ask that PHS not share PHI for the purposes listed earlier under "How Does PHS Use and Share Protected Health Information?". The request must identify the following:
 - The information PHS should not share
 - The person or organization with whom PHS should not share the information
 - Whether the request applies to written or spoken communication or to both. NOTE: In some cases PHS may not be able to honor the request.
- Instruct PHS to not share information about service the patient or patient's legal representative paid for out of pocket and in full.
- Identify how and where to receive PHI. Examples include telling us we should
 - Send PHI by email, surface mail, or phone.
 - Mail PHI to an address different than the primary address in the medical record.
 - Not leave health information in voice mails or with family members at phone numbers in the medical record.
- Receive a copy of the medical record, not including certain types of mental health treatment information. We send a copy of the record within 30 days of receiving a written request. We may charge a small fee for photocopying and mailing the medical record.
- Ask that we change, add, or remove information in the medical record. We respond in writing within 60 days of receiving the written request. If we agree, we forward the changed or new information to persons or organizations that use the medical record for treatment, payment, or other health care services. If we do not agree, we explain our reasons in writing. The patient or patient's legal guardian can follow the process described below to file a complaint about our decision.
- Receive details about the health information PHS shared for purposes four, five, or six listed on page one and two of this Notice of HIPAA Privacy Practices. The patient or patient's legal guardian can also request details about any loss of PHI that PHS considers not likely to cause patient harm.
- The person must send a signed hard copy letter with any of these requests to the Privacy Officer at PHS by following the process on the next page.

PROVIDING ADVANCED, INTEGRATED SERVICES

Upper Midwest



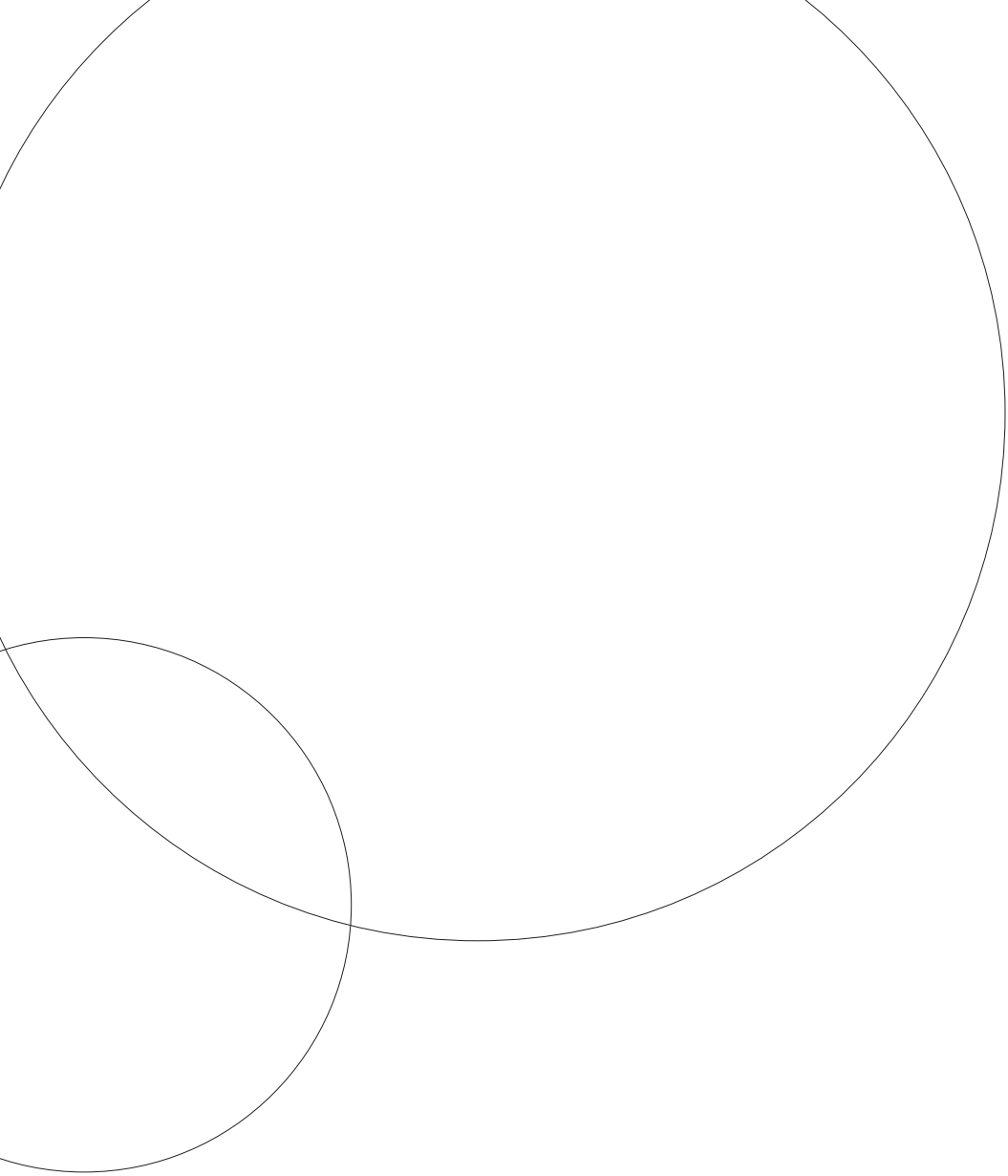
Minnesota



Wisconsin



Iowa



Upper Midwest Table of Contents

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Hours and Locations

MINNEAPOLIS, MINNESOTA

2800 Cleveland Avenue North
Roseville, Minnesota 55113
651-642-1825

MILWAUKEE, WISCONSIN

W239 N2890 Pewaukee Rd. Unit D
Pewaukee, Wisconsin 53072
414-323-8747

DULUTH, MINNESOTA

2701 West Superior Street
Suite 103
Duluth, Minnesota 55806
218-524-4747

DES MOINES, IOWA

1955 NE 58th Ave.
Suite 301
Des Moines, IA 50313
515-216-4747

REGULAR BUSINESS HOURS

Our offices are open Monday through Friday, from 8 a.m. to 5 p.m. for:

- Scheduled visits with a PHS clinician
- Supply ordering and pick-up
- Billing or insurance questions

AFTER REGULAR BUSINESS HOURS, WEEKENDS, AND HOLIDAYS

During these times we are available for emergency questions about your child's PHS equipment, supplies, medicine, or services. Contact our 24-hour on-call service for a PHS clinician or pharmacist to return your call within 10–20 minutes.



Minnesota PHS Services

RESPIRATORY THERAPY & DURABLE MEDICAL EQUIPMENT

Our trained respiratory team is available 24 hours a day, seven days a week. They provide integrated and advanced respiratory support, training, and education.

ENTERAL NUTRITION

PHS provides specialized enteral and oral supplements including over 150 standard, semi-elemental, and elemental products.

* Due to high demand, PHS dietitians must follow specific patient service criteria.

CLINICAL EDUCATION

Written Education

- PHS written education materials help ensure family members, staff, and other health care professionals are confident caregivers.

Online Education

- PHS clinical online education brings our high-level training right into your home or workplace at PHSOnlineEducation.com. With courses geared toward caring for medically complex children, participants can access education from anywhere, at any time.

INFUSION NURSING & PHARMACY

Our experienced nurses provide infusion therapy at home.

- Provided by RNs, CRNIs, and PharmDs
- Available 24 hours a day, seven days a week
- PHS 123 Infection Free® program ensures the best and safest outcomes for children with central IV lines living at home.

HOME CARE NURSING (LIMITED AREAS)

Our PHS nurses provide care for children in the comfort and convenience of their homes.

- Provided by RNs and LPNs
- Coordinated care with PHS's multidisciplinary health care team
- Available 24 hours a day, seven days a week
- Our licensed, trained nurses care for children in their own homes while empowering families to be confident caregivers.

PHS DOES NOT OFFER THE FOLLOWING SERVICES:

- Physical Therapy
- Occupational Therapy
- Speech/Language Pathologist
- Hospice Care
- Home Health Aide
- Delegated tasks to unlicensed personnel
- Housekeeping or other household chores including laundry, meal preparation and shopping

As a Pediatric Center of Excellence, we believe in the benefit of comprehensive care. Our services and teams work together to make life easier for the parents and caregivers of medically complex children. Clinical experts from each department collaborate on comprehensive care patients and are available 24 hours a day, seven days a week.



Wisconsin PHS Services

RESPIRATORY THERAPY & DURABLE MEDICAL EQUIPMENT

Our trained respiratory team is available 24 hours a day, seven days a week. They provide integrated and advanced respiratory support, training, and education.

ENTERAL NUTRITION

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CLINICAL ONLINE EDUCATION

Written Education

- PHS written education materials help ensure family members, staff, and other health care professionals are confident caregivers.

Online Education

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INFUSION NURSING & PHARMACY (LIMITED AREAS)

Our experienced nurses provide coordination of infusion therapy at home.

- Provided by RNs, CRNIs, and PharmDs
- Available 24 hours a day, seven days a week
- PHS 123 Infection Free® program ensures the best and safest outcomes for children with central IV lines living at home.

PHS DOES NOT OFFER THE FOLLOWING SERVICES:

- Physical Therapy
- Occupational Therapy
- Speech/Language Pathologist
- Hospice Care
- Home Health Aide
- Delegated tasks to unlicensed personnel
- Housekeeping or other household chores including laundry, meal preparation and shopping
- Home Care Nursing

As a Pediatric Center of Excellence, we believe in the benefit of comprehensive care. Our services and teams work together to make life easier for the parents and caregivers of medically complex children. Clinical experts from each department collaborate on comprehensive care patients and are available 24 hours a day, seven days a week.



Iowa PHS Services

RESPIRATORY THERAPY & DURABLE MEDICAL EQUIPMENT

Our trained respiratory team is available 24 hours a day, seven days a week. They provide integrated and advanced respiratory support, training, and education.

ENTERAL NUTRITION

PHS provides specialized enteral and oral supplements including over 150 standard, semi-elemental, and elemental products.

CLINICAL ONLINE EDUCATION

Written Education

- PHS written education materials help ensure family members, staff, and other health care professionals are confident caregivers.

Online Education

- PHS clinical online education brings our high-level training right into your home or workplace at PHSOnlineEducation.com. With courses geared toward caring for medically complex children, participants can access education from anywhere, at any time.

INFUSION NURSING & PHARMACY (LIMITED AREAS)

Our experienced nurses provide coordination of infusion therapy at home.

- Provided by RNs, CRNIs, and PharmDs
- Available 24 hours a day, seven days a week
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- Physical Therapy
- Occupational Therapy
- Speech/Language Pathologist
- Hospice Care
- Home Health Aide
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- Home Care Nursing

As a Pediatric Center of Excellence, we believe in the benefit of comprehensive care. Our services and teams work together to make life easier for the parents and caregivers of medically complex children. Clinical experts from each department collaborate on comprehensive care patients and are available 24 hours a day, seven days a week.

MyPHS Portal and Online Ordering

MyPHS PORTAL

Access specific sections of your child's medical records and communicate with PHS clinicians in one secure location

- Secure messaging with PHS clinicians in one easy-to-access 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

Contact PHS customer service or your clinician to set up your account.

ONLINE ORDERING

Easily access, organize and order PHS supplies online using a computer or your mobile phone.

Access it at MyPHSPortal.com

(Click '*Online Ordering*' after login to access your child's account.)

- 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.

Ordering Supplies

A routine ordering schedule is key to having the supplies you need when you want them.

1. Choose a day of the month to regularly order supplies.
2. Mark that day on your calendar in each month of the year.
3. Place your order in time to allow for delivery.
 - We strive to deliver routine orders in up to 5 business days.
 - Allow up to 10 business days for delivery of items we do NOT keep in our warehouse.
 - You can pick up same day orders in our office.

OPTIONS FOR ORDERING

Use any of the following three methods to place your order.

MyPHS Portal

Contact Customer Service or your child's clinician to set up your MyPHS portal account. Access your account using a desktop or laptop or hand-held (mobile device) computer. Select *Online Ordering* from the left-hand menu on the main page of MyPHSPortal.com.

Phone

Call Customer Service Monday through Friday from 8 a.m. to 5 p.m.

Email

Call Customer Service during regular business hours to arrange sending your orders by email.

Ordering Supplies (continued)

SUPPLY FORMS

If you have a MyPHS portal account, you can view your supply form online. Contact Customer Service if you want a paper copy mailed to you. Either format of the form shows the specific items you must have for your child's care. Notify your PHS clinician or Customer Service if you no longer need a product listed on the supply form.

TYPES OF HOME SUPPLY STOCK

The supplies you keep at home fall into two categories. It is important to keep the two types of stock in separate locations.

- **Regular Stock** includes the type and number of PHS items you regularly use in one month of patient care. Patient's needs, doctor's orders, and insurance limits are some factors that determine type and number of regular-stock supplies. Your PHS clinician and Customer Service help you identify which supplies and what amounts to you keep in regular stock.
- **Back-up Stock** includes extra amounts of certain regular-stock supplies that are critical for health and safety. Back-up stock is for use in unusual situations. For example, your child gets sick and must use more supplies than is normal.

Your PHS clinician and Customer Service help you identify the supplies and amounts you need in back-up stock. Examples of back-up stock include feeding tubes, formula, feeding bags, oximeter probes, suction catheters, sterile water, and trach tubes.

USE-BY DATES

Packages on many supplies show the date by which you should use the item. Routinely check use-by dates on your regular AND back-up stock. Rotate supplies and use those with soonest use-by dates. Never use a supply that is past its use-by date. You cannot return any item that is past its use-by date for credit or refund.

TIPS FOR ORDERING

- Know the amount of each supply item your child uses in a month. With that information you can plan how much of each item to order.
- Be sure you have emergency back-up supplies in case your child gets sick and uses supplies faster than usual.
- Limit the amount you order to only enough for general use and emergency back-up.
- Do NOT order extra supplies if you know the doctor plans a change in the supplies your child needs.

Ordering Supplies (continued)

PREPARING YOUR ORDER

Order supplies the same day you count items in your regular and back-up stock.

Include in your order

- The difference in number between what you should have and what you do have for each item in regular stock
- The number of each item in back-up stock you used since placing your last order

Provide product name or description and product number for each item you order.

Find product numbers on supply packaging or the supply item itself.

CHANGES IN YOUR CHILD'S INFORMATION

Tell Customer Service or your child's clinician if

- Your child is admitted into the hospital
- There is a change in your child's insurance or home address.

WATCHING FOR YOUR ORDER

We try our best to deliver your products at the time we agreed. Please have someone available to accept the delivery.

- Move your order indoors as soon as possible.
- Don't let your products freeze or overheat. You cannot return weather damaged products for credit.

CHECKING YOUR ORDER

- Always check your order to make sure there is nothing extra, nothing missing, or nothing different than you ordered.
- We bill your child's insurance for the products we send you. Call us right away if you find a mistake.

REPORTING BROKEN OR DAMAGED PRODUCTS

- Tell us right away if you have a complaint about any of our products.
- We need the following information if a product is damaged or does not work properly.
 - Product name and part number.
 - A detailed explanation of what you think is wrong with the product.
 - The length of time you used the product before you noticed a problem with it.
- If necessary, arrange to return the broken or damaged product to us. We can then determine whether we can replace it at no cost to you.



ACCESS TO HEALTH RECORDS NOTICE OF RIGHTS

This notice explains the rights you have to access your health record, and when certain information in your health record can be released without your consent. This notice does not change any protections you have under the law.

YOUR RIGHT TO ACCESS AND PROTECT YOUR HEALTH RECORD

You have the following rights relating to your health record under the law:

- A health care provider, or a person who gets health records from a provider, must have your signed and dated consent to release your health record, except for specific reasons in the law.
- You can see your health record for information about any diagnosis, treatment, and prognosis.
- You can ask, in writing, for a copy or summary of your health record, which must be given to you promptly.
- You must be given a copy or a summary of your health record unless it would be detrimental to your physical or mental health, or cause you to harm to another.
- You cannot be charged if you request a copy of your health record to review your current care.
- If you request a copy of your health record and it does not include your current care, you can only be charged the maximum amount set by Minnesota law for copying your record.

RELEASE OF YOUR HEALTH RECORD WITHOUT YOUR CONSENT

There are specific times that the law allows some health record information held by your provider to be released without your written consent. Some, but not all, of the reasons for release under federal law are:

- For specific public health activities
- When health information about victims of abuse, neglect, or domestic violence must be released to a government authority
- For health oversight activities
- For judicial and administrative proceedings
- For specific law enforcement purposes
- For certain organ donation purposes
- When health information about decedents is required for specific individuals to carry out their duties under the law
- For research purposes approved by a privacy board
- To stop a serious threat to health or safety
- For specialized government functions related to national security
- For workers' compensation purpose

Under Minnesota law, health record information may be released without your consent in a medical emergency, or when a court order or subpoena requires it. The following include some of the agencies, persons, or organizations that specific health record information may or must be released to for specific purposes, or after certain conditions are met:

- The Departments of Health, Human Services, Public Safety, Commerce, Minnesota Management & Budget, Labor & Industry, Corrections, and Education
- Insurers and employers in workers' compensation cases
- Ombudsman for Mental Health and Developmental Disabilities
- Health professional licensing boards/agencies
- Victims of serious threats of physical violence
- The State Fire Marshal
- Local welfare agencies
- Medical examiners or coroners
- Schools, childcare facilities, and Community Action Agencies to transfer immunization records
- Medical or scientific researchers
- Parent/legal guardian who did not consent for a minor's treatment, when failure to release health information could cause serious health problems
- Law enforcement agencies
- Insurance companies and other payors paying for an independent medical examination

If you would like additional information or links to specific laws, visit www.health.state.mn.us and search for "access to health records" or call the Minnesota Department of Health at (651) 201-5178.

Minnesota Statutes, section 144.292, subdivision 4

This notice may be photocopied.

Revised 4/14/2009





Patient's Rights and Responsibilities for Clients of Licensed Only Home Care Providers

STATEMENT OF RIGHTS

A client who receives home care services in the community has these rights:

1. Receive written information, in plain language, about rights before receiving services, including what to do if rights are violated.
2. Receive care and services according to a suitable and up-to-date plan, and subject to accepted health care, medical or nursing standards and person-centered care, to take an active part in developing, modifying, and evaluating the plan and services.
3. Be told before receiving services the type and disciplines of staff who will be providing the services, the frequency of visits proposed to be furnished, other choices that are available for addressing home care needs, and the potential consequences of refusing these services.
4. Be told in advance of any recommended changes by the provider in the service plan and to take an active part in any decisions about changes to the service plan.
5. Refuse services or treatment.
6. Know, before receiving services or during the initial visit, any limits to the services available from a home care provider.
7. Be told before services are initiated what the provider charges for the services; to what extent payment may be expected from health insurance, public programs, or other sources if known; and what charges the client may be responsible for paying.
8. Know that there may be other services available in the community, including other home care services and providers, and to know where to find information about these services.
9. Choose freely among available providers and to change providers after services have begun, within the limits of health insurance, long-term care insurance, medical assistance, other health programs or public programs.
10. Have personal, financial, and medical information kept private, and to be advised of the provider's policies and procedures regarding disclosure of such information.
11. Access the client's own records and written information from those records in accordance with Minnesota Health Records Act, Minnesota Statute, Sections 144.291 to 144.298.
12. Be served by people who are properly trained and competent to perform their duties.

Patient's Rights and Responsibilities for Clients of Licensed Only Home Care Providers (continued)



STATEMENT OF RIGHTS (CONTINUED)

13. Be treated with courtesy and respect, and to have the client's property treated with respect.
14. Be free from physical and verbal abuse, neglect, financial exploitation, and all forms of maltreatment covered under the Vulnerable Adults Act and the Maltreatment of Minors Act.
15. Reasonable, advance notice of changes in services or charges.
16. Know the provider's reason for termination of services.
17. At least ten calendar days' advance notice of the termination of a service by a home care provider. This clause does not apply in cases where:
 - The client engages in conduct that significantly alters the terms of the service plan with the home care provider;
 - The client, person who lives with the client, or others create an abusive or unsafe work environment for the person providing home care services; or
 - An emergency or a significant change in the client's condition has resulted in service needs that exceed the current service plan and that cannot be safely met by the home care provider.
18. A coordinated transfer when there will be a change in the provider of services.
19. Complain to staff and others of the patient's choice about services that are provided, or fail to be provided, and the lack of courtesy or respect to the patient or the patient's property, and the right to recommend changes in policies and services, free from retaliation, including the threat of termination of services.
20. Know how to contact an individual associated with the home care provider who is responsible for handling problems and to have the home care provider investigate and attempt to resolve the grievance or complaint.
21. Know the name and address of the state or county agency to contact for additional information or assistance.
22. Assert these rights personally, or have them asserted by the client's representative or by anyone on behalf of the client, without retaliation.
23. Place an electronic monitoring device in the client's or resident's space in compliance with state requirements.



Patient's Rights and Responsibilities for Clients of Licensed Only Home Care Providers (continued)

STATEMENT OF RIGHTS (CONTINUED)

You may choose to discuss any concerns with your provider. As a reminder, providers are required to work to assure your rights and other requirements are followed. When providers violate the rights in this section, they are subject to the fines and license actions.

Providers must do all of the following:

- Encourage and assist in the fullest possible exercise of these rights.
- Provide the names and telephone numbers of individuals and organizations that provide advocacy and legal services for clients and residents seeking to assert their rights.
- Make every effort to assist clients or residents in obtaining information regarding whether Medicare, medical assistance, other health programs, or public programs will pay for services.
- Make reasonable accommodations for people who have communication disabilities, or those who speak a language other than English.
- Provide all information and notices in plain language and in terms the client or resident can understand.

INTERPRETATION AND ENFORCEMENT OF RIGHTS

These rights are established for the benefit of clients who receive home care services. All home care providers must comply with these rights. The commissioner shall enforce this. A home care provider may not request or require a client to surrender any of these rights as a condition of receiving services. This statement of rights does not replace or diminish other rights and liberties that may exist relative to clients receiving home care services, persons providing home care services, or licensed home care providers.

To be used by licensed only home care providers per Minnesota Statute, Section 144Aa.44 Subdivision 1. These rights pertain to clients receiving home care services from licensed only home care providers.

The home care provider shall provide the client or the client's representative a written notice of the rights before the date that services are first provided to that client. The provider shall make all reasonable efforts to provide notice of the rights to the client or the client's representative in a language the client or client's representative can understand.

Minnesota Department of Health
Health Regulation Division
P.O. Box 64900 St. Paul, Minnesota 55164-0900
651-201-4101
health.fpc-licensing@state.mn.us

Patient's Rights and Responsibilities for Clients of Licensed Only Home Care Providers (continued)

STATEMENT OF RESPONSIBILITIES

You need to partner with PHS so that the healthcare we provide is safe and effective. As a partner, you agree to do the following:

1. Give PHS accurate information about the patient's medical treatments, medicines, and health insurance.
2. Quickly notify PHS of changes in medical condition, health insurance, doctors, or contact information.
3. Use medical equipment and supplies from PHS according to doctor's orders.
4. Notify PHS if the medical need for rental equipment ends and allow PHS access to the equipment for repair/replacement, maintenance, and/or pickup of the equipment.
5. Protect PHS rental equipment from damage and follow equipment instructions for safe handling, use, care, and cleaning.
6. Promptly report any equipment failure, malfunction, or damage to PHS.
7. Be available at scheduled times for PHS home care visits and for equipment delivery and pick-up.
8. Make timely payments for insurance deductibles and co-pays, and for products and services insurance does not cover.
9. Follow the PHS Plan of Care and tell PHS if you are unable to do so.
10. Tell PHS about risks you think might be involved with the care PHS provides.
11. Ask questions if you do not understand information you receive from PHS.
12. Treat PHS staff and property with respect.





Reporting Concerns or Complaints



OUR COMMITMENT TO YOU

We know caring for a child with special medical needs can be stressful at times. We hope we lessen some of that stress by giving you high quality service. Please tell us if we fall short of this goal. Your feedback helps us improve our service.



For concerns or complaints about our services, you can

- Stop by our closest office during regular business hours
 - 2800 Cleveland Avenue North, Roseville, Minnesota 55113
 - 2701 West Superior Street, Suite 103, Duluth, Minnesota 55806
 - W239N2890 Pewaukee Road, Unit D, Pewaukee, Wisconsin 53072
 - 1955 NE 58th Avenue, Suite 301, Des Moines, Iowa 50313
- Call us and talk with a Manager or the Vice President (V.P.) of Quality and Compliance. You can reach the V.P. of Quality and Compliance by calling 1-651-642-1825.
- Write us a letter or email any Manager or the V.P. of Quality and Compliance. Call us for email addresses.
- Report a concern or problem without our knowing who you are. Call 833-920-0001 or go to www.lighthouse-services.com/pediatrichomeservice.
- Include a complaint or concern when responding to our patient experience survey.
- Send any comment or question by using this link:
<https://www.pediatrichomeservice.com/contact-us/>

We promise to

- Review your concern or complaint within five calendar days of receiving it
- Send you a response about your concern or complaint
- Keep your concern or complaint private
- Not punish you or the patient for any concern or complaint you express



ACCREDITATION COMMISSION FOR HEALTH CARE (ACHC)

PHS is accredited by the Accreditation Commission for Health Care (ACHC), an independent, not-for-profit organization that reviews the performance of health care organizations around the country for safety and quality of care. You can report a PHS patient safety event of concern directly to ACHC.

Complaints Department
139 Weston Oaks Ct.
Cary, NC 27513
Telephone: 1-855-937-2242
Website: <https://www.achc.org/contact/>

REPORTING TO REGULATORY OR PATIENT ADVOCACY ORGANIZATIONS

If you have a complaint about PHS or anyone providing PHS services, you may call, write, or visit any of the agencies on the following pages. Use the following licensee information if you report a concern or complaint to any of these outside agencies.

Licensee Name: Pediatric Home Service
Phone: 651-642-1825
Website: <https://www.pediatrichomeservice.com/contact-us/>
Address: 2800 Cleveland Ave N, Roseville, MN 55113
PHS person to whom problem or complaint should be directed:
Compliance and Privacy Officer



Reporting Concerns or Complaints in Minnesota

RESOURCES, MINNESOTA

Report suspected abuse, neglect or financial exploitation of a vulnerable adult to
MN Adult Abuse Reporting Center (MAARC)
Phone: 844-880-1574
For more information see: Vulnerable adult protection and elder abuse at
www.mn.gov/dhs/people-we-serve/people-with-disabilities/services/adult-protection/

FOR ALL OTHER COMPLAINTS, including suspected abuse, neglect or financial exploitation of a patient under 18 years of age, please contact the Office of Health Facility Complaints at the Minnesota Department of Health.

MINNESOTA DEPARTMENT OF HEALTH

Office of Health Facility Complaints
PO Box 64970
St. Paul, Minnesota 55164-0970
Phone: 651-201-4201 or 800-369-7994
Fax: 651-281-9796
Email: health.ohfc-complaints@state.mn.us
www.health.state.mn.us/facilities/regulation/ohfc/index.html

TO REQUEST ADVOCACY SERVICES:

OFFICE OF OMBUDSMAN FOR LONG-TERM CARE

PO Box 64971
St. Paul, MN 55164-0971
800-657-3591 or 651-431-2555
Email: MBA.OOLTC@state.mn.us
www.mn.gov/dhs/people-we-serve/seniors/services/ombudsman/

OFFICE OF OMBUDSMAN FOR MENTAL HEALTH & DEVELOPMENTAL DISABILITIES

121 7th Place East
Metro Square Building
St. Paul, MN 55101-2117
651-757-1800 or 800-657-3506
Email: Ombudsman.mhdd@state.mn.us
www.mn.gov/omhdd

MID-MINNESOTA LEGAL AID/MINNESOTA DISABILITY LAW CENTER

(Protection and Advocacy Systems)
430 First Avenue North, Suite 300
Minneapolis, MN 55401-1780
800-292-4150
Email: mndlc@mylegalaid.org
www.mylegalaid.org

MINNESOTA DEPARTMENT OF HUMAN SERVICES

(Medicaid Fraud and Abuse-payment issues)
Surveillance and Integrity Review Services
PO Box 64982 St Paul, MN 55164-0982
800-657-3750 or 651-431-2650
Email: DHS.SIRS@state.mn.us

FOR GENERAL INQUIRIES, PLEASE CONTACT:

MINNESOTA DEPARTMENT OF HEALTH

Health Regulation Division
85 E. 7th Place
PO Box 64970
St. Paul, MN 55164-0970
651-201-4101
Email: health.fpc-web@health.state.mn.us
www.health.state.mn.us



Reporting Concerns or Complaints in Wisconsin

DIVISION OF QUALITY ASSURANCE

Bureau of Health Services

PO Box 2969

Madison, WI 53701-2969

BOARD ON AGING & LONG TERM CARE

1402 Pankratz Street, Suite 111

Madison, WI 53704-4001

800-815-0015

www.longtermcare.wi.gov

CHILD ABUSE & NEGLECT

PO Box 916

Madison, WI 53707

608-266-2536



Reporting Concerns or Complaints in Iowa

NURSING HOME AND HOME HEALTH COMPLAINT HOTLINE

Iowa Department of Inspections and Appeals
Health Facilities Division/Complaint Unit
Lucas State Office Building
321 East 12th Street
Des Moines, Iowa 50319-0083
1-877-686-0027 (toll free)

IOWA MEDICAID ENTERPRISE, PROGRAM INTEGRITY UNIT

For reporting suspected Medicaid fraud, waste, or abuse
1-877-446-3787 (toll free)
515-256-4515 (Des Moines area)

IOWA DEPARTMENT OF HUMAN SERVICES HOTLINE

For reporting suspected abuse or neglect of a child or dependent adult
1-800-362-2178 (toll free)



Identifying an Adult Patient’s Health Care Preferences — MN

QUESTIONS AND ANSWERS ABOUT MINNESOTA HEALTH CARE DIRECTIVES

PHS follows Minnesota law about health care directives and honors patients’ health care directives. PHS does not change the services we offer based on whether a patient has a health care directive. We tell a patient in writing if PHS cannot follow any part of a health care directive. The information below is from the Minnesota Department of Health. Please read it carefully.

MINNESOTA LAW

Minnesota law allows you to inform others of your health care wishes. You have the right to state your wishes or appoint an agent in writing, so that others will know what you want if you can’t tell them because of illness or injury. The information that follows tells about health care directives and how to prepare them. It does not give every detail of the law.

WHAT IS A HEALTH CARE DIRECTIVE?

A health care directive is a written document that informs other of your wishes about your health care. It allows you to name a person (“agent”) to decide for you if you are unable to decide. It also allows you to name an agent if you want someone else to decide for you. You must be at least 18 years old to make a health care directive.

WHY HAVE A HEALTH CARE DIRECTIVE?

A health care directive is important if your attending physician determines you can’t communicate your health care choices (because of physical or mental incapacity). It is also important if you wish to have someone else make your health care decisions. In some circumstances, your directive may state that you want someone other than an attending physician to decide when you cannot make your own decisions.

MUST I HAVE A HEALTH CARE DIRECTIVE? WHAT HAPPENS IF I DON’T HAVE ONE?

You don’t have to have a health care directive. But, writing one helps to make sure your wishes are followed. You will still receive medical treatment if you don’t have a written directive. Health care providers will listen to what people close to you say about your treatment preferences, but the best way to be sure your wishes are followed is to have a health care directive.



Identifying an Adult Patient’s Health Care Preferences — MN (continued)

HOW DO I MAKE A HEALTH CARE DIRECTIVE?

There are forms for health care directives. You don’t have to use a form, but your health care directive must meet the following requirements to be legal:

- Be in writing and dated.
- State your name.
- Be signed by you or someone you authorize to sign for you, when you can understand and communicate your health care wishes.
- Have your signature verified by a notary public or two witnesses.
- Include the appointment of an agent to make health care decisions for you and/or instructions about the health care choices you wish to make.

Before you prepare or revise your directive, you should discuss your health care wishes with your doctor or other health care provider. Information about how to obtain forms for preparation of your health care directive can be found at the end of this document.

I PREPARED MY DIRECTIVE IN ANOTHER STATE. IS IT STILL GOOD?

Health care directives prepared in other states are legal if they meet the requirements of the other state’s laws or the Minnesota requirements. But requests for assisted suicide will not be followed.



Identifying an Adult Patient's Health Care Preferences — MN (continued)

WHAT CAN I PUT IN A HEALTH CARE DIRECTIVE?

You have many choices of what to put in your health care directive. For example, you may include:

- The person you trust as your agent to make health care decisions for you. You can name alternative agents in case the first agent is unavailable, or joint agents.
- Your goals, values and preferences about health care.
- The types of medical treatment you would want (or not want).
- How you want your agent or agents to decide.
- Where you want to receive care.
- Instructions about artificial nutrition and hydration.
- Mental health treatments that use electroshock therapy or neuroleptic medications.
- Instructions if you are pregnant.
- Donation of organs, tissues and eyes.
- Funeral arrangements.
- Whom you would like as your guardian or conservator if there is a court action.

You may be as specific or as general as you wish. You can choose which issues or treatments to deal with in your health care directive

ARE THERE ANY LIMITS TO WHAT I CAN PUT IN MY HEALTH CARE DIRECTIVE?

There are some limits about what you can put in your health care directive.

For instance:

- Your agent must be at least 18 years of age.
- Your agent cannot be your health care provider, unless the health care provider is a family member or you give reasons for the naming of the agent in your directive.
- You cannot request health care treatment that is outside of reasonable medical practice.
- You cannot request assisted suicide.



Identifying an Adult Patient's Health Care Preferences — MN (continued)

HOW LONG DOES A HEALTH CARE DIRECTIVE LAST? CAN I CHANGE IT?

Your health care directive lasts until you change or cancel it. As long as the changes meet the health care directive requirements listed above, you may cancel your directive by any of the following:

- A written statement saying you want to cancel it.
- Destroying it.
- Telling at least two other people you want to cancel it.
- Writing a new health care directive.

WHAT IF MY HEALTH CARE PROVIDER REFUSES TO FOLLOW MY HEALTH CARE DIRECTIVE?

Your health care provider generally will follow your health care directive or any instructions from your agent, as long as the health care follows reasonable medical practice. But, you or your agent cannot request treatment that will not help you or which the provider cannot provide. If the provider cannot follow your agent's directions about life-sustaining treatment, the provider must inform the agent. The provider must also document the notice in your medical record. The provider must allow the agency to arrange to transfer you to another provider who will follow the agent's directions.

WHAT IF I'VE ALREADY PREPARED A HEALTH CARE DOCUMENT? IS IT STILL GOOD?

Before August 1, 1998, Minnesota law provided for several other types of directives, including living wills, durable health care powers of attorney and mental health declarations. The law changed so people can use one form for all their health care instructions. Forms created before August 1, 1998, are still legal if they followed the law in effect when written. They are also legal if they meet the requirements of the new law (described above). You may want to review any existing documents to make sure they say what you want and meet all requirements.

WHAT SHOULD I DO WITH MY HEALTH CARE DIRECTIVE AFTER I HAVE SIGNED IT?

You should inform others of your health care directive and give people copies of it. You may wish to inform family members, your health care agent or agents and your health care providers that you have a health care directive. You should give them a copy. It's a good idea to review and update your directive as your needs change. Keep it in a safe place where it is easily found.

WHAT IF I BELIEVE A HEALTH CARE PROVIDER HAS NOT FOLLOWED HEALTH CARE DIRECTIVE REQUIREMENTS?

Complaints of this type can be filed with the Office of Health Facility Complaints at 651-201-4200 (metro area) or toll-free at 1-800-369-7994.

WHAT IF I BELIEVE MY HMO HAS NOT FOLLOWED HEALTH CARE DIRECTIVE REQUIREMENTS?

Complaints of this type can be filed with Managed Care at 651-201-5176.

HOW DO I OBTAIN ADDITIONAL INFORMATION?

If you want more information about health care directives, please contact your health care provider, your attorney, or the Minnesota Board on Aging's Senior LinkAge Line® at 1-800-333-2433.



Identifying an Adult Patient's Health Care Preferences — WI



WISCONSIN DEPARTMENT
of HEALTH SERVICES

WISCONSIN LAW

You have the right to make decisions about your health care. This includes identifying in advance health care you want or don't want if you cannot express your wishes yourself. You can do this by completing an advance directive.

Wisconsin law recognizes three ways to create a formal advance directive:

- A Living Will
- A Power of Attorney for Health Care
- A legal document prepared by your attorney

For more information about advance directives, please visit www.dhs.wisconsin.gov/guide/end-life-planning.htm. If you have questions, you can call

Wisconsin Guardianship Support Center
1414 MacArthur Road, Suite A
Madison, WI 53714
Telephone: (608) 243-5670
E-mail: guardian@gwaar.org
Web: www.gwaar.org

PHS follows Wisconsin law about advance directives. We notify a patient in writing if PHS cannot follow any part of an advance directive. PHS does not change the services we offer based on whether a patient has an advance directive.



Identifying an Adult Patient's Health Care Preferences — IA



IOWA LAW

You have the right to make decisions about your health care. This includes identifying in advance health care you want or don't want if you cannot express your wishes yourself. You can do this by completing an advance directive.

Iowa law recognizes two ways to create a formal advance directive:

- A Living Will
- A Durable Power of Attorney for Health Care Decisions

For more information about advance directives, please visit these resources:

UNIVERSITY OF IOWA HOSPITALS AND CLINICS

Advanced directives information and legal forms

<https://uihc.org/advance-directives>

IOWA DEPARTMENT ON AGING

A step-by-step booklet on preparing advance directives

<http://publications.iowa.gov/17394/1/GiftofPeaceofMind.pdf>

If you have questions, you can call:

Iowa Department on Aging
510 E. 12th Street, Suite 2
Des Moines, Iowa 50319
Telephone: (515) 725-3333
Web: www.aging.iowa.gov

PHS follows Iowa law about advance directives. We notify a patient in writing if PHS cannot follow any part of an advance directive. PHS does not change the services we offer based on whether a patient has an advance directive.



Minnesota Resources

211 INFORMATION AND REFERRAL

Call 211 (24 hours a day, 7 days a week) for free, confidential information and referral for non-emergency services. Language interpreting is available. Referral information includes but is not limited to resources for Persons with Disabilities; Children, Youth and Families; Health and Mental Health; Food and Housing.

- To report concern about abuse, neglect or sexual abuse of a child or vulnerable adult, contact the county or reservation where the person lives. Dial 211 or go online to www.211search.org to learn where to make a report.
- If a person is in immediate risk of harm, contact the local law enforcement agency or dial 911.

MULTILINGUAL REFERRAL LINE

The Multilingual Referral Line (MLR) helps persons whose first language is not English access the appropriate county or state human services provider. Call a number below to reach a live or voicemail person who speaks that language.

There is no cost for this service.

<u>አማርኛ — Amharic</u>	1-844-217-3547
<u>اللغة العربية — Arabic</u>	1-800-358-0377
<u>မြန်မာ — Burmese</u>	1-844-217-3563
<u>繁體中文 — Cantonese</u>	1-844-217-3564
<u>Français — French</u>	1-844-217-3548
<u>Lus Hmoob — Hmong</u>	1-888-486-8377
<u>ကရင် — Karen</u>	1-844-217-3549
<u>ខ្មែរ — Khmer</u>	1-888-468-3787
<u>한국어 — Korean</u>	1-844-217-3565
<u>ລາວ — Lao</u>	1-888-487-8251
<u>Afaan Oromo — Oromo</u>	1-888-234-3798
<u>Русский — Russian</u>	1-888-562-5877
<u>Af Soomaali — Somali</u>	1-888-547-8829
<u>Español — Spanish</u>	1-888-428-3438
<u>Tiếng Việt — Vietnamese</u>	1-888-554-8759



Minnesota Resources (continued)

This list is not comprehensive, but it may be a good place to start when searching for more information. Inclusion on this list does not imply endorsement by PHS.

TTY RELAY SERVICE

Free service to help persons with hearing or speech difficulties communicate with users of standard telephones

- 711 or 1-800-627-3529 (voice, TTY/TDD, ASCII)

MEDICAL ASSISTANCE AND MINNESOTACARE HELP DESK

Questions about Medical Assistance and MinnesotaCare health insurance

- 1-800-657-3739
- mn.gov/dhs/people-we-serve/adults/health-care/health-care-programs/contact-us/mhcp-help-desk.jsp

HEALTH INFORMATION CLEARINGHOUSE

A resource for health-related information

- www.health.state.mn.us/facilities/insurance/clearinghouse/question.htm

CHILDREN AND YOUTH WITH SPECIAL HEALTH NEEDS (CYSHN)

Information and resources for families of children and youth with special health needs

- www.health.state.mn.us/people/childreneyouth/cyshn/index.html

FAMILY VOICES OF MINNESOTA

Parent-to-parent program for families whose children have special healthcare needs or disabilities

- 1-866-334-8444
- familyvoices.org/

WOMEN, INFANTS, AND CHILDREN (WIC) SUPPLEMENTAL NUTRITION PROGRAM

Program to help eligible pregnant women, new mothers, babies and young children eat well and stay healthy

- 1-800-942-4030
- www.health.state.mn.us/people/wic/index.html

HUNGER SOLUTIONS

Help with solutions to meet food needs

- 1-888-711-1151
- www.hungersolutions.org/programs/

MINNESOTA SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

Help for Minnesotans with low incomes to get the food they need

- 1-800-657-3698
- www.benefits.gov/benefits/benefit-details/4782

DISABILITY HUB MINNESOTA

Statewide information and referrals for people with disabilities

- 1-866-333-2466
- disabilityhubmn.org/

PACER CENTER

Information and advocacy resources for parents of children and young adults with disabilities

- 1-800-537-2237
- www.pacer.org

SPECIAL EDUCATION MEDIATION SERVICE

Help with solving disagreements about special education services

- 651-582-8689
- education.mn.gov/MDE/fam/sped/conf/med/



Wisconsin Resources

This list is not comprehensive, but it may be a good place to start when searching for more information. Inclusion on this list does not imply endorsement by PHS.

TTY RELAY SERVICE

Free service to help persons with hearing or speech difficulties communicate with users of standard telephones

- 711 or 1-800-676-3777 (TTY/Voice - 24 hours)
- <https://www.wisconsinrelay.com>

FORWARDHEALTH

State of Wisconsin healthcare and food assistance programs

- 1-800-362-3002
- www.dhs.wisconsin.gov/forwardhealth/index.htm

BADGERCARE PLUS

Health care programs for low-income Wisconsin residents

- 1-800-362-3002
- www.dhs.wisconsin.gov/badgercareplus/index.htm

WELL BADGER RESOURCE CENTER

Help with connecting to health resources

- 1-800-642-7837
- www.wellbadger.org

FOODSHARE WISCONSIN

Help for people with limited money to buy food they need

- www.dhs.wisconsin.gov/foodshare/index.htm

CHILDREN AND YOUTH WITH SPECIAL HEALTH NEEDS (CYSHN)

Information and resources for families of children and youth with special health needs

- www.dhs.wisconsin.gov/cyshcn/index.htm

FAMILY VOICES OF WISCONSIN

Parent-to-parent program for families whose children have special healthcare needs or disabilities

- familyvoices.org/

WOMEN, INFANTS & CHILDREN (WIC) SUPPLEMENTAL NUTRITION PROGRAM

Program to help eligible pregnant women, new mothers, babies and young children eat well and stay healthy

- 1-800-722-2295
- www.dhs.wisconsin.gov/wic/index.htm

FACETS

Information and advocacy resources for parents of children and young adults with disabilities

- 1-877-374-0511
- www.wifacets.org

SPECIAL EDUCATION MEDIATION SERVICE

Help with solving disagreements about special education services

- 1-888-298-3857
- www.wsems.us/mediators/



Iowa Resources

This list is not comprehensive, but it may be a good place to start when searching for more information. Inclusion on this list does not imply endorsement by PHS.

RELAY IOWA

Free service to help persons with hearing or speech difficulties communicate with users of standard telephones

- 711 or 1-800-735-2942 (TTY/Voice - 24 hours)
- <https://iub.iowa.gov/consumers/telephone-programs-iowans-who-have-difficulty-hearing/relay-iowa>

IOWA MEDICAID

Health care coverage for low-income families

- 1-800-338-8366
- <https://dhs.iowa.gov/ime/members/who-receives-medicaid>

HEALTHY AND WELL KIDS IN IOWA (HAWKI)

Health care coverage for children and families that may not qualify for Medicaid

- 1-800-257-8563
- <https://dhs.iowa.gov/hawki>

CHILD HEALTH SPECIALTY CLINICS

Public health agency serving Iowa children and youth with special health needs

- 1-866-219-9119
- <https://chsciowa.org/about-chsc>

DISABILITY RIGHTS IOWA

Legal protection for Iowans with disabilities

- 515-278-2502
- <https://disabilityrightsiowa.org/>

ASK RESOURCE CENTER

Parent training and information for families of children with special health care needs

- 515-243-1713
- <https://www.askresource.org/>

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

Food assistance program to help eligible Iowans eat well and stay healthy

- 877-347-5678
- <https://dhs.iowa.gov/food-assistance>

IOWA FAMILY SUPPORT NETWORK CHILDREN AT HOME PROGRAM

Program to serve and support families raising a child with special health care needs at home

- 515-558-9946
- <https://www.iafamilysupportnetwork.org/families/children-at-home/>

CAMP COURAGEOUS

Year-round recreational camp and respite care for people of all ages with disabilities

- 319-465-5916
- <https://campcourageous.org/>

WHEELCHAIR RAMP ACCESSIBILITY PROGRAM (WRAP)

Volunteers building home wheelchair ramps

- 319-369-7377
- <https://wrapiowa.org/>