PEDICARE PARENTS INFORMATION

Welcome to PediCare! We are so honored to be able to help you care for your child at home. If this is your first time having home nurses, you probably have a lot of questions. Hopefully, I can answer some of them here. If you have more, please reach out to us!

**Melissa** – owner/manager

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**Candi** – nursing coordinator/scheduler/parent advocate

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**Marcie** – nurse scheduler/parent advocate

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PediCare Office PediCare Fax Number

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Brandon, MS 39042

Suite A

(Downtown Brandon)

**Services**

* Your child’s physician will request LPN or RN level care for a certain number of hours per day. Medicaid has to approve this request, before we can start staffing for you.
* We will keep you updated on what your child is approved for by Medicaid. You can always obtain a copy of your child’s current Medicaid approval from us by asking.
* If you feel the level of care or number of hours you have needs to be changed, contact your child’s physician.
* Once we have an approval from Medicaid, we will discuss with you the best way to use your nursing hours. Then, we will begin finding nurses with relevant experience to meet your child’s specific needs.
* If your child also has private insurance, we need that information!
* If anything changes with your child’s Medicaid or private insurance coverage, please tell us immediately.
* We always try to fill every shift! In some circumstances, you may have a shift that is not covered. We recommend you always have a backup plan just in case.

**Nurses**

* PediCare nurses are there to help you care for your child’s medical needs. But they will never take your place as the primary caregiver!
* The first month of having nurses is always the hardest! It takes a little time to find the right group of nurses for you and your child! Be patient – we will get there!
* We will pull from our current PediCare nurses first. If we do not have your schedule covered with those nurses, we will begin looking outside of PediCare for new nurses specifically for your case.
* If you personally know a nurse that would be interested in working with your child, we are more than happy to speak with them about joining our team.
* As you must get used to nurses being in your home, the nurses also have to get used to each new family. Please be patient and kind to them. They are there to help!
* The nurses will want to know specifics about your child and family along with preferences you have. Communication is key!
* If for any reason, you feel a nurse is not a good fit, please let us know! We want every family and nurse to be happy.

**Technology**

* PediCare is implementing electronic medical records. This means our patient information, physician orders and nurses’ charting are now electronic, instead of on paper.
* The system we are using is called CubHub.
* As a parent, you will have a log in to the CubHub website. You will be able to see all of your child’s information and nursing schedule here.
* There will be paper charting available in the home for times electronic charting is not possible.