

Pediatric Enteral Referrals/Orders

Background:

In recent months, there has been a disruption in the availability of providers able to supply pediatric enteral therapy. KabaFusion announced in January 2023 that they were discontinuing home enteral product distribution to several states, including Kentucky. Additionally, there is an ongoing national shortage of enteral products. Due to this, OptionCare, has made the decision to not accept new patients requiring enteral products in February.

Assessment:

Norton Home Infusion Pharmacy (NHIP) went live on February 20, 2023. Since that time, NHIP has accepted many pediatric enteral patients that would not otherwise be able to receive therapy in a timely manner. Norton Healthcare is now partnering with Pediatric Home Services (PHS), a home care company specializing in pediatric respiratory and clinical nutrition services, to provide enteral products to pediatric patients. NHIP and PHS are collaborating to ensure that our patients receive enteral products in the home and there are no disruptions of services due to shortages and other outside agencies discontinuing servicing patients.

Recommendation:

All NEW orders for pediatric enteral support will be sent to Pediatric Home Services (PHS) until further notice.

Ambulatory process:

1. Order placed in EPIC for Miscellaneous DME
 - a. Order must include patient demographics (name, DOB), insurance information, and formula/quantity needed.
 - b. Orders must also have a provider signature and office contact information.
2. Order faxed to PHS at 859-727-7600
 - a. Most orders will not require a prior authorization. If a prior authorization is required, PHS will reach out to the ordering provider's office.

Inpatient process:

1. Referral made to DME Pediatric Home Services
2. PHS receives referral via Epic Link and accepts or declines patient. (Tracy Roark Fryman currently provides liaison support to Norton Children's Hospital).
3. Care Management Navigator calls PHS liaison to alert of new referral.
4. If PHS accepts new referral, PHS liaison obtains all needed information out of Epic Link and processes order.

****If patients are established with Lincare or Optioncare, subsequent orders for enteral support should be sent to those providers first.***

Contact Information for Pediatric Home Services

Local Kentucky Office (Covington/Frankfort KY):
Pediatric Home Service (PHS)
4300 Boron Drive
Covington, KY 41015
(Main) (859) 727-7600
(Fax) (859) 727-7601
www.pediatrichomeservice.com

**If unable to contact the local office, or if there are any immediate patient care concerns that require escalation, contact your Operations Director.*