



Mission critical: Supporting those who help



Challenge

Growth made keeping up with cylinder rentals difficult.

Solution

MO2 helped PHS transition from renting to purchasing their own cylinders.

Benefits

The transition helped PHS manage their cylinder inventory, keep up with increased demand and be more cost effective.

Pediatric Home Service

Roseville Minnesota

As an independent children's home health care company, Pediatric Home Service (PHS) exists for one reason: helping kids with medical complexities live as fully as possible, at home with their families where they belong. They accomplish this by providing comprehensive pediatric home care services across Minnesota and Wisconsin. Whether it's insurance and technical support or simply a hug when things get overwhelming, PHS offers complete support for families who have children with medical complexities.

A long history

Minneapolis Oxygen (MO2) has partnered with PHS for nearly 20 years, delivering medical oxygen gas and cylinders, medical air, and carts to ship the cylinders. "As a longtime customer, PHS truly appreciates the partnership with Minneapolis Oxygen that has been built over the years," Pediatric Home Service purchasing manager Anthony Scandariato said.

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Situation

PHS started as a respiratory therapy and durable medical equipment company in 1990 with six employees. Throughout the past 30 years, PHS added service lines for infusion nursing and pharmacy, home care nursing, enteral nutrition, clinical and online education, and mental health. In 2018, PHS grew its physical footprint by opening a branch in Milwaukee, WI. Today, PHS has more than 400 employees throughout Minnesota and Wisconsin.

“Since we opened, thousands of kids have outlived expectations and successfully transitioned to adulthood,” Scandariato said. “Our staff works extremely hard to make our patients lives a little easier and that makes PHS a company you can truly be proud to work for. This is a sentiment felt by all employees, whether you are the person packing supplies for shipment, or providing care in the patient’s home.”

Scandariato noted that PHS’s growth is driven by the needs of the community. “We’ve added service lines over the years that match the needs of our patients and the requests of the healthcare provider community. We



When patients are counting on PHS, PHS counts on MO2 to deliver their medical gas.

believe that our focus on the pediatric, medically complex population, and always keeping customer-service at the forefront of our work has allowed us to continue to grow and thrive as a business.”

As their patient base rapidly grew, PHS found that keeping up with their cylinder rentals was quite challenging.

// MO2 has always accommodated our every request and their customer service has been second to none in the industry. //

Anthony Scandariato, Pediatric Home Service purchasing manager

“While we were transitioning from leasing cylinders to purchasing our own, MO2 accommodated this change by continuously filling and delivering our oxygen cylinders until we had an ample inventory of our own to start supplying to our patients,” Scandariato said.

Result

MO2 worked with PHS on a special request as they had a light weight steel cylinder requirement. MO2 purchased the cylinders to accommodate the request and offered



Minneapolis Oxygen supplies medical gas in cylinders, mini-bulk or bulk quantities.

PHS the opportunity to purchase the cylinders when they were ready to move forward with buying their own cylinders. As a result, PHS was able to get started with a significant fleet of light weight steel cylinders.

Going above and beyond

“By helping us manage our inventory, scheduling multiple delivery days per week, working with us on acquisition, cost of goods, and assisting us in locating another vendor to supply oxygen in our new market in Milwaukee, Minneapolis Oxygen has always gone above and beyond,” Scandariato said. “They have provided us with excellent customer service to ensure our patients are safely taken care of.”

Establishing a partnership

Scandariato expressed that establishing a partnership with their vendors is essential, and it’s also vital that their vendors are reliable and consistent—given the importance of their work. “Minneapolis Oxygen says what they do and they do what they say. They’re reliable, relationship-oriented and they understand our business—all things we need and appreciate from a partner.”

As PHS continues to grow, they are regularly in need of more cylinders than they have their inventory. “MO2 is always willing to give our oxygen tanks priority in the filling process so we are able to turn them around significantly quicker, getting them out to our patients as soon as possible,” Scandariato said.



“MO2 continues to provide seamless and timely service with every request we have no matter how big or small.” Anthony Scandariato

Looking ahead

PHS’s goal as a business is to help more children get out of the hospital and back home with their families. Whether expanding services in Minnesota or throughout the country, they are laser focused on helping children with medical complexities thrive at home and they look forward to growing their business in the future.

Scandariato said that, “Regardless of where we grow our business, we look forward to continuing our partnership with Minneapolis Oxygen and teaming up to help kiddos thrive at home.”

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