

QUESTIONS YOU NEED TO ASK WHEN CHOOSING A HOME CARE AGENCY

- ❖ Is the Care Provider a
 - Home Care Agency
 - Employment Agency
 - Registry/Broker
 - Independent Contractor

Home care agencies accept responsibility for screening, training, insuring and supervising their staff. The other models do not.

- ❖ How long has the agency been providing private duty home care?
- ❖ Does the agency have a written description of its services and fees?
- ❖ How does the agency screen and select Caregivers prior to an assignment? Do they hire independent contractors?
- ❖ Are references checked and criminal background and drug screens conducted on all employees?
- ❖ Does the agency train, supervise, and monitor its Caregivers? How often are they monitored?
- ❖ Does the agency adhere to state and federal guidelines in their employment practices such as: withholding appropriate taxes, providing workers' compensation and other benefits?
- ❖ Does the Administrator conduct preliminary evaluation of the types of services at the patient's home?
- ❖ Does the agency create a plan of care for each new patient? (Include details of services to be provided, frequency of care, and the period of time over which care is provided).
- ❖ When necessary, is there a licensed health care professional, which along with the client and family develops individualized plan of care?
- ❖ Does the organization teach the family how to use any high-tech equipment in the home? If not, is someone else available who will? For example a manufacturer's rep?
- ❖ Does the agency have a 24-hour telephone number for emergency questions or complaints?
- ❖ How are emergencies handled after business hours?
- ❖ Does a nationally recognized body accredit the agency? (This can meet that the organization meets health and safety standards and is committed to quality care.
- ❖ Does the bill for service accurately state the cost of services provided?
- ❖ Are the questions about your bill answered satisfactorily, with adequate and accurate information?
- ❖ Does the agency explain the patient rights and responsibilities (ask to see a copy)?