



EVERGREEN CARE PROVIDERS INC.

Genuine care for your loved ones.

QUESTIONS YOU NEED TO ASK WHEN CHOOSING A HOME CARE AGENCY

- ? Is the Care Provider a:
 - o Home Care Agency
 - o Registry/Broker
 - o Employment Agency
 - o Independent Contractor
 - o 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? (Including 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 to develop an 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 ensures 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.)