

QUESTIONS TO ASK WHEN INTERVIEWING A HOME CAREGIVER

AGENCY INTERVIEWED

DATE INTERVIEWED

MORE NOTES HERE

For more information
on Home Care visit
HomeCareChoice.com

SG

**HELPING FAMILIES
MAKE THE BEST CHOICES**

SeniorsGuideOnline.com
HomeCareChoice.com

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WHAT TYPES OF CARE LEVELS DO YOU OFFER?

- | | |
|--|--------------------------------------|
| <input type="radio"/> Medical Home Health Care | <input type="radio"/> Companion Care |
| <input type="radio"/> Non-Medical Home Health Care | <input type="radio"/> Adult Day Care |
| <input type="radio"/> Physical Therapy / Rehab | <input type="radio"/> Hospice |

COSTS:

What are your hourly prices for: _____Days? _____Nights? _____Weekends? _____Holidays?

Does the agency handle billing? YES NO

Is there a sliding fee schedule based on ability to pay? YES NO

Is financial assistance available to pay for services? YES NO

AGENCY:

Do they have any printed brochures describing the services offered and how much they cost? (If so, get one) YES NO

How long has the agency been serving this community?



Is the agency an approved Medicare provider? YES NO

Is the quality of care certified by a national accrediting body? YES NO

Do they have a current license to practice (if required in the state where you live)? YES NO

Do they offer seniors a "Patients' Bill of Rights" that describes the rights? YES NO

Does it cover responsibilities of both the agency and the senior being cared for? YES NO

Do they write a plan of care for the patient, with input from the patient, his or her doctor and family? YES NO

Do they update the plan as necessary? YES NO

Does the care plan outline the patient's course of treatment? YES NO

Does it describe the specific tasks to be performed by each caregiver? YES NO

Do they have Professional Liability Insurance? YES NO

STAFF:

How are agency's caregivers hired and trained?



What type of employee screening is done?



Will the agency provide a list of references for its caregivers? YES NO

How closely do supervisors oversee care to ensure quality?



Will agency caregivers keep family members informed about the kind of care their loved one is getting? YES NO

Are agency staff members available around the clock, seven days a week, if necessary? YES NO

Does the agency have supervisor available to provide on-call assistance 24 hours a day? YES NO

How does the agency ensure patient confidentiality?



Who does the agency call if the home care worker cannot come when scheduled?



What is the procedure for resolving problems when they occur, and who can I call with questions or complaints?

