

Professional Healthcare at Home

Questions to Ask Home Care Companies

	Medical Care	Non-Medical Care	Hospice Care	Other Home Care Service Provider
CAREGIVERS & CLINICIANS				
Are your employees screened and monitored?	•	•	•	
Are caregivers and clinicians bonded and insured?	•	•	•	
Is USA work authorization verified?	•	•	•	
Do you negotiate and pay the salary and benefits?	•	•	•	
Do you withhold payroll taxes?	•	•	•	
Do you have worker's compensation insurance?	•	•	•	
Can I interview the caregiver before starting service?		•		
Can I change the caregiver or clinician?	•	•	•	
SCHEDULING				
Do I get a personalized plan of care?	•	•	•	
Is my plan of care regularly reviewed and updated?	•	•	•	
Is care coordinated with other healthcare services?	•	•	•	
Are you flexible if my needs change each week?	•	•	•	
Is there an electronic "time card" process for caregivers?		•		
Are we automatically alerted or called if someone is late?	•	•	•	
Do you manage the work schedule, days off, holidays?	•	•	•	
Do you offer temporary as well as long term service?	•	•	•	
Is assistance available on weekends?	•	•	•	
Do you offer 24-hour live in care?		•		
Can care begin quickly - the same day or next?	•	•	•	
Can I contact the agency after business hours?	•	•	•	
Can I get transportation assistance outside the home?		•		
TRAINING & SUPERVISION				
Are caregivers/clinicians trained before start of care?	•	•	•	
Are employees required to renew state licenses?	•	•	•	
Are continuing education units required for CNAs?	•	•	•	
Is on-site supervision provided?	•	•	•	
Is confidentiality and/or HIPPA compliance enforced?	•	•	•	
Are complaints and problems quickly addressed?	•	•	•	
SERVICES - Do you provide...				
CHAP Accredited Care	•		•	
Medicare-Certified Care	•		•	
NPDA Membership Quality Care		•		
Disease/Medication Education	•		•	
Grief, Bereavement, and Spiritual Counseling			•	
Home Chores and other Non-Medical Care		•	•	
Home Health Aides	•	•	•	
Hospice, End-of-Life Care			•	
In-Home Blood Draws in conjunction with a skilled need	•		•	
Medical Social Workers	•		•	
Medication Management	•	•	•	
Nursing Care	•		•	
Occupational Therapy	•		•	
Personal Care Assistants		•	•	
Physical Therapy	•		•	
Respite Care		•	•	
Speech Therapy	•		•	
Wound Care	•		•	