

CHOOSING A HOME CARE AGENCY

First, consider what your needs and wishes are. Write down this information so you will remember it when talking to the agency. Being clear about these basics during your first contact with the agency may save time and prevent disappointment.

How do I plan to pay for the service? \_\_\_\_\_

(Medicare, Medicaid, private insurance, out-of-pocket? Have I talked to my doctor about a referral? Have I checked to see if my insurance will cover this?)

What do I want them to help with? \_\_\_\_\_

(For example, bathing, dressing, housekeeping, meal preparation, grocery shopping, transportation, companionship, "sitter" service, etc. Will they need to provide "hands-on" care? Do I also need skilled services such as physical therapy or nursing?)

When do I want them to come? \_\_\_\_\_

(How often, what days, for how many hours per visit, etc. Is this a short-term or a long-term need? How flexible can I be about scheduling? How soon does service need to start?)

Are there any special needs or requests? \_\_\_\_\_

(Male aide, strong aide for large patient, aide who has worked with dementia patients, non-smoker, etc.)

Once you have considered your own needs, you are ready to start finding out what the agency has to offer. Some questions that may be helpful are:

NAME OF COMPANY \_\_\_\_\_

Do they accept Medicare? Medicaid? Private insurance? Will they file? \_\_\_\_\_

If paying privately, do they offer "private duty" services? \_\_\_\_\_

What are their basic hourly charges? \_\_\_\_\_

Are there overtime charges, or higher charges for evening or weekend coverage? \_\_\_\_\_

Do they offer the kinds of services I need? \_\_\_\_\_

What hours of the day are they available? \_\_\_\_\_

When would they be able to start? \_\_\_\_\_

Can they provide services on holidays if needed? \_\_\_\_\_

Can they meet my special needs or requests? \_\_\_\_\_

Will the same person provide service at each visit? \_\_\_\_\_

What happens if the aide is sick or goes on vacation? \_\_\_\_\_

Are they licensed by the Division of Facility Services? \_\_\_\_\_

How many years have they been in business? \_\_\_\_\_

Are they accredited? \_\_\_\_\_

Do they perform staff background checks and bond their employees? \_\_\_\_\_

Do they have liability insurance? \_\_\_\_\_

Can they provide references? \_\_\_\_\_

