

# Home Care...What to Look for When Shopping Around

## When Considering Home Care as an Option,

Please contact several companies and use this guide as a tool to help you find the one that best fits your needs. Many times families only ask a few initial questions of the company. Then, later discover their care and services are not what they expected.

### 1<sup>st</sup> Ask Yourself...

1. What do I need help with? (cooking, getting dressed, help to my doctor appts.)
2. How often do I need someone to help me? (3 times/week, once a month, 7 days/week)
3. How can I pay for these services? (insurance, trust, out-of-pocket)
  - How much can I afford for home care services?
  - What types of insurances do I have?
  - Does my insurance cover home care services?

### 2<sup>nd</sup> When Talking with Your Potential Home Care Companies...

1. Let them know what services you are interested in and ask if they offer those services
2. Find out about their caregiver hiring process:
  - a. Minimum healthcare experience requirements?
  - b. Skills Assessment Testing-  
Does their knowledge of providing care match their experience?
  - c. Interviewing & Reference Checks-  
Who interviews their staff? (Managers, Nursing Supervisors?)  
How many references do they request and must come back positive?
  - d. Drug Screening and Criminal Background Checks
3. Who supervises the caregivers? What is their background? Is it clinical?
4. Will I have the same caregiver(s)? What happens if my caregiver is unable to come?
6. What happens if I'm not happy with my caregiver?
7. How long have they been in business? Who owns the company? Do they have a Healthcare background?
8. If I start services, how long will it take before a caregiver comes to my home?
9. How much are the services?

### 3<sup>rd</sup> Take Note On How Do Their Representatives Treat You

1. Did you speak to someone the first time you called?
2. Were they helpful and did they answer your questions clearly?
3. If they couldn't help you, did they direct you to someone who could?

~~~~~

☪ If you have further questions or would like to interview us, please contact us at 866-866-8984 ☪