



Questions for Home Care Providers

In order to find the best home care option that truly fits your needs it is important to ask the right questions. Use this guide while making that initial step of contacting several companies to help you find the one that meets your expectations of high quality care.

1. Ask yourself, "What are my needs?"



What type of help do I need?



How often do I need help?



How can I pay for these services?

2. Find out about the company and their employees during discussions with potential home care companies.



Background check the business.

- How long have they been in business?
- Who owns the company?
- Do they have experience in healthcare?
- Why services do they offer?
- How much are services?
- If services are started, how long will take before a caregiver comes to my home?
- Will I have the same caregiver(s)?
- What happens if my caregiver is unable to come?
- What if I am unhappy with my caregiver(s)?



Background check the caregivers.

- What is the caregiver hiring process?
 - Is hands-on care experience required?
 - Does their knowledge of providing care match their experience?
 - Who interviews the staff?
 - How many positive professional references do they require?
 - Are drug screenings and criminal background checks used?
- Who supervises the caregivers?
- What is their background? Is it clinical?

3. Take note on how their representatives treat you.

- Were they friendly and did they answer your questions clearly?
- If they couldn't help you, did they direct you to someone who could?
- Did you speak to someone the first time you called?



If you have further questions or would like to learn more about how our services can help you, please contact us at **866-866-8984** or visit our website at

www.dobsonhealthcare.com.