

20 Questions to Ask Before Hiring a Home Care Agency

1. How long has your agency been in business?
2. Is your agency Medicare-certified?
3. Which insurance plans do you accept?
4. How do you handle billing and expenses?
5. Can I have a copy of your rights and responsibilities of providers, patients and caregivers?
6. Can I see some of your recent customer satisfaction surveys?
7. How do you find the caregivers you hire? (i.e. newspaper, online advertisements, staff agencies, etc.)
8. What do you look for in job candidates for the caregiver positions?
9. What kinds of screenings do you perform before hiring a caregiver? (i.e. federal and state criminal background checks, drug tests, etc.)
10. Are your caregivers insured and bonded through the agency?
11. How do you determine what a caregiver is capable of doing?
12. What training do you give your caregivers?
13. Will you develop a care plan for my loved one/ will you consult with their doctor?

14. Do you typically send the same caregiver to a person's home?
15. What happens if my loved one's regular scheduled caregiver falls ill or can't make it?
16. If my loved one isn't satisfied with a particular caregiver, will you provide a different one?
17. What is your process for reporting and handling complaints?
18. What is your process for monitoring and evaluating your caregivers?
19. What is your for responding to emergencies?
20. Can you help my loved one access other services such as Meals on Wheels, or help them find medical equipment?

10 Questions to Ask Before Hiring an Independent Caregiver

1. How long have you been in the elder care field?
2. What types of care are you most experienced with providing? (i.e. Light housekeeping, preparing meals, providing companionship)
3. What ailments do you have experience dealing with? (i.e. Alzheimer's, arthritis, etc.)
4. Do you have any special training in areas such as CPR or dementia care?
5. Are you bonded and insured?
6. Do you pay your own Social Security, unemployment insurance, and federal and state taxes?
7. How will you keep me informed of my loved one's condition?
8. What happens if you fall ill or can't make a scheduled appointment with my loved one?
9. Do you have any references I could contact?
10. Why did you decide to become a caregiver to the elderly?