## **QUESTIONS TO ASK A POTENTIAL PAID**

## **Agency Caregiver**



Hiring someone to take care of your loved one is a decision that must be made with careful consideration. There are many questions you can ask to make sure the agency can meet your needs, as well as questions to make sure the agency and its employees are competent and have the proper training, licensing and insurance.

POTENTIAL CAREGIVER/AGENCY NAME:
Questions About Services Provided  Does your agency provide both medical services (such as skilled nursing, rehab therapies, etc.) and non-medical services (such as bathing, incontinence care and mobility assistance)?  No OYes
Will you perform an in-home assessment prior to starting service?  ○ No ○ Yes
Will you create a care plan? ○ No ○ Yes  Does your agency provide in writing the care services provided and clearly describe all rates and fees?  ○ No ○ Yes
Is there a process for updating the services provided if our needs change?  O No O Yes
Can your agency provide 24-hour care? O No O Yes  Does your agency provide transportation services for clients?  No O Yes
Can your agency provide emergency monitoring systems and other safety technology?  ○ No ○ Yes

re your employees bonded and insured for theft and client injury?  No O Yes		
your agency licensed or accredited by any government agency to provide ome care? Is your agency Medicare-certified?  No O Yes  o you carry liability insurance?  No O Yes  re your employees bonded and insured for theft and client injury?  No O Yes  o you perform background checks on employees?  No O Yes  an your agency provide documentation explaining the client's rights, our code of ethics, workers' compensation and HIPAA compliance?  No O Yes  o you pay your federal and state taxes, Social Security (FICA) and nemployment insurance, so that our family is not legally responsible?  No O Yes  an you verify that you and your employees are legally able to work in the United States?  No O Yes  your employee is injured at a client's residence, who is responsible? (Many		
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	○ No ○ Yes	



Questions About Working with a Paid Caregiver	Notes
Can we meet the person before receiving services?  O No O Yes	
Do you send the same person each time?  O No O Yes	
Do you provide back-up coverage in case your employee cannot make it to work?  O No O Yes	
How do you monitor/supervise employees?	
How do you document that your services were indeed completed?	
Questions About Administration	
Is there someone I can call with questions or complaints? $\bigcirc$ No $\bigcirc$ Yes	
Can you provide a list of references?	
○ No ○ Yes	
What are the fees for your services (per hour, per day)?	
What is the billing schedule for services? Is there a payment plan option?	
○ No ○ Yes	
Do you require a minimum number of hours per shift? If so, what is it?  No Yes	
How quickly can you initiate service?	

