

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 Yes _____

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?

No Yes _____

Can your agency provide 24-hour care? No Yes _____

Does your agency provide transportation services for clients?

No Yes _____

Can your agency provide emergency monitoring systems and other safety technology?

No Yes _____

FILLED OUT BY:

: DATE:

Questions About Certifications and Liability

What are your education and training requirements for caregivers?

Is your agency licensed or accredited by any government agency to provide home care? Is your agency Medicare-certified?

No Yes

Do you carry liability insurance?

No Yes

Are your employees bonded and insured for theft and client injury?

No Yes

Do you perform background checks on employees?

No Yes

Can your agency provide documentation explaining the client's rights, your code of ethics, workers' compensation and HIPAA compliance?

No Yes

Do you pay your federal and state taxes, Social Security (FICA) and unemployment insurance so that our family is not legally responsible?

No Yes

Can you verify that you and your employees are legally able to work in the United States?

No Yes

If your employee is injured at a client's residence, who is responsible? (Many homeowner's insurance policies exclude injuries to "domestic employees.")

Questions About Working with a Paid Caregiver

Can we meet the person before receiving services?

No Yes _____

Do you send the same person each time?

No Yes _____

Do you provide back-up coverage in case your employee cannot make it to work?

No 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?

No 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?
