



**Looking into homecare options?
Arm yourself with this list of questions.**

QUESTION CATEGORIES

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HELPFUL QUESTIONS HOMECARE

What homecare services does the organization offer?

Possible homecare services:

- Companionship
- Bathing, dressing, grooming, oral hygiene
- Incontinence care, toileting
- Transportation to doctor appointments, activities, other
- Errands – post office, medication pick up, groceries, other
- Meals – grocery shopping, preparing meals, helping with eating, diet monitoring
- Housekeeping – dusting, vacuuming, laundry, bedmaking
- Daily health – Medication reminders, transferring and positioning, safety/fall protection, walking/mobility
- Respite, relief for families
- Hospice
- Pet care – feeding, walking
- Other

1 TYPES OF LICENSING

Is the business licensed by the state?

Double check that you are using a reputable organization that has up-to-date legal licensure.

2 EMPLOYEE CREDENTIALS

How are the employees trained?

Be sure to identify which type of homecare you need, and make sure the level of training needed for the employee has been provided.

- CNA
- LPN
- RN
- Dementia experience
- Non-ambulatory
- Other



HELPFUL QUESTIONS HOMECARE

3 EMPLOYEE SCREENING

How do you screen your employees?

Inviting an individual into your home to care for a loved one or yourself is not an easy task. Safety of those involved is always important. Ensuring that the organization properly screens the employees correctly will help guarantee the best and safest care.

Background checks for employees:

- Initial and on-going
- Company that provides background checks
- Components of a background check:
 - Criminal records history
 - Credit background check
 - Identity and address
 - Employment verification
 - Education verification
 - Credentials verification and licensing
 - DMV and MVR background checks
 - Reference verification
 - Drug screening

4 COST & BILLING EXPENSES

How does the agency handle billing and expenses?

The expenses can vary depending on the agency and level of care required. Understanding exactly how these expenses are acquired and how much you will be billed is important for planning.

Other factors to consider:

- How often do you get billed?
- What forms of payment do they accept?
- Costs – what to expect:
 - Identify fixed costs – upfront and monthly
 - Additional costs for grocery or errand run?
 - Additional costs for transportation?



HELPFUL QUESTIONS HOMECARE

5 EMERGENCY RESPONSE

What procedures are in place in case of an emergency?

6 PERSONAL CARE

Is the homecare nurse provided with a complete personal care plan?

Personal care plan explains all the details of care the individual needs. It includes any information that the nurse may need to know before caring for that individual.

7 COMPLAINTS & REQUESTS

How do you handle complaints and requests from a new caregiver?