

QUESTIONS TO ASK A HOME CARE AGENCY

What is their minimum for hours per visit?

Has the agency been reviewed by an independent organization, such as Mass Dept. of Health, JCAHO, CHAP or the Home Care Alliance of Massachusetts? If so, will they provide you with evidence of their accreditation/certification from that organization?

Does the agency have literature describing its services, fees, and billing process? If so, will they send you copies?

Does the agency work with the client and family to develop a written plan of care or service contract? If so, how often is it updated?

Does the agency directly employ its workers, or are they considered independent contractors? (They should be directly employed).

Does the agency pay workers' compensation insurance and payroll taxes for its workers?

Does the agency provide a written explanation of client & family rights?

Does the agency educate family members about the care they provide?

Are agency caregivers and supervisors – including backup caregivers, available 24 hours a day, 7 days a week?

How does the agency investigate complaints and/or resolve conflicts between agency staff and clients?

Does the agency have professional & general liability insurance?

Will the agency provide a list of references?

What are the rates and the frequency of payment?

How long have they been in business?

Can you meet the caregiver first?

Private vs Agency Home Care

https://www.aginglifecare.org/ALCA/About_Aging_Life_Care/ALCA_White_Papers_and_eBooks/ALCA/About_Aging_Life_Care/White_Papers_and_eBooks.aspx?hkey=b09b001a-fc74-4a35-97e7-1c67a093e49b