

Help in the Home

Choosing a Home Health Agency

Whether one requires routine housekeeping chores such as laundry, shopping and bathing, or skilled nursing care such as wound care, diabetes or medication monitoring on a visiting or live in basis, Home Health Agencies provide a wide range of services in the individual's home environment.

Following is a list of questions that will help you to select an agency that meets your needs.

Questions to Ask When Comparison Shopping for Home Care	Agency A	Agency B
1. Number of years in business?		
2. Licensed or registered in Colorado?		
3. Qualifications of Staff (e.g. RN/LPN, Companion, Homemaker, Personal Care, Other)		
4. Staff supervision How is staff managed and supervised: How are staff selected and matched with patient:		
5. Patient eligibility in writing (Agreement to Provide Services)?		
6. Skilled services provided Hospice: Skilled Nursing: Home Health Care: Light Housekeeping: Therapy: Live in (24 hour care): Durable medical equipment: Respite:		
7. Non-skilled services provided Companionship visits: Linens and laundry: Dressing assistance: Light housekeeping: Meal planning and preparation: Medication reminders: Bathing, grooming, and incontinence assistance: Transportation to appointments: Escort services (outings to town): Grocery Shopping:		

<p>8. Clearly written and complete schedule of fees? Minimum charges Daily: Weekly: Monthly:</p> <p>Rate for night care: Rate for week-end care: Method of payment: Acceptance of insurance:</p>		
9. Free initial patient assessment, at home and without further obligation?		
10. Patient care plan written in understandable terms?		
11. Who is responsible for supervising care?		
12. Required notice to client for schedule changes?		
13. References from agency's clients?		
14. Amount of notice required before services begin/terminate?		
15. Does the agency or family carry liability insurance? Is a copy of the insurance policy available for inspection?		
16. Are the staff bonded? Is a copy of the bond available for inspection?		
17. Policy on staff theft Will insurance cover loss:		
18. Who pays the aide (is the person an employee of the agency or the elder)?		
19. Who is responsible for paying the matching Social Security and Medicare taxes, workman's comprehensive, and unemployment?		
20. Is a copy of the disclosure form on employer/employee relationships available?		
21. Is a copy of the Patient's Bill of Rights available?		