

Please print out this form and take it with you when you are visiting perspective Home Health Care agencies.

QUESTIONNAIRE

1. How long has the home care provider been serving the community?
2. Does the provider offer brochures or other materials to explain its services, fees and other details, as well as a "Patient Bill of Rights" outlining the responsibilities of the provider, patient and caregivers?
Yes _____ No _____
3. How does the home care provider select and train its employees?
4. Who evaluates the patient's home care needs?
5. Does that person consult with the patient's doctor and family members?
Yes _____ No _____
6. Are the patient and family members included in developing the plan of care and consulted on any changes?
Yes _____ No _____
7. Is the treatment plan documented and shared with the patient and family and updated as changes occur?
Yes _____ No _____
8. Does the provider educate the family about the care being provided to the patient?
Yes _____ No _____
9. Does the home care provider assign supervisors to oversee the quality of care patients receive in their homes?
Yes _____ No _____
10. Who can the patient and family members call if they have complaints?
11. How does the provider resolve those complaints?
12. What happens if there is an emergency?
13. Are caregivers available 24 hours a day?
Yes _____ No _____
14. What safeguards are in place to make sure information about the patient is kept confidential?
15. Is the agency licensed, bonded, and insured?
Yes _____ No _____

16. Is the agency accredited by Joint Commission?

Yes _____ No _____

17. Is the company able to respond to short notice changes?

Yes _____ No _____

18. How quickly can the company begin service?

19. How responsive was the company to your call? Were they courteous? Did they respond intelligently to your questions and concerns?

20. What are the terms of the contract?

a. Cost of each category of caregiver.

b. Consent requirements.

c. Policies regarding confidentiality.

d. Payment terms.

e. Rates for weekends and holidays.

f. Cancellation policies.

g. Minimum service requirements, such as one hour minimums for hourly care.

21. Does the company manage the billing on behalf of the client?

Yes _____ No _____

22. Will the company help investigate and provide consultation on your insurance coverage and eligibility?

Yes _____ No _____