

Home Health Agency Checklist

Services

- Do you offer the services that I need, such as physical therapy, nursing or occupational therapy?
- Do you offer the personal services that I need, such as help with bathing, dressing and toileting?
- Do you have staff available at night and on weekends for emergencies?
- Will you provide me with a document that explains my responsibilities and your responsibilities?
- Will you help me find other community services, such as home-delivered meals or homemaker services, or help me find medical equipment that I may need?

Care Plan

- Is there a written care plan for each patient?
- Will you include my family and me in designing this plan?

Staffing

- Do you conduct criminal background checks on staff members who will be coming into my home?
- Will the same caregiver be sent to my home for each visit?
- Are you bonded or insured in case of theft or injury?
- Do you assign supervisors to oversee the quality of care, and how often do they make visits?
- How do you document that your services were completed?
- Do you pay federal and state taxes on your in-home caregivers' wages so I will not be liable for any taxes?

Payment

- Are you Medicare certified?
- How much money will I pay out of my pocket?
- Will I receive a document that explains the method of payment and when I have to pay?
- Do you offer payment options for home care?

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Inspections

___ Does any outside organization inspect your agency?

___ May I see the results of the last inspection?

___ Do you perform customer-satisfaction surveys?

___ May I see the results of the last survey?

References

___ How long have you provided services in the community?

___ Who owns the agency?

___ Will you provide me with a list of references from doctors, patients and their families who are familiar with the quality of your services?

Complaints

___ Whom should I call with questions or complaints?