

# Hospice at Home Checklist

## Services

- \_\_\_\_\_ What services do you provide patients?
- \_\_\_\_\_ What services do you provide family and friends?
- \_\_\_\_\_ Do you have staff available at night and/or on weekends for emergencies?
- \_\_\_\_\_ What are the responsibilities of family caregivers?

## 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 perform criminal background checks on the staff members who will be coming into my home?
- \_\_\_\_\_ Will the same caregivers be sent to my home for each visit?
- \_\_\_\_\_ Do you assign supervisors to oversee the quality of care provided, and how often do they make visits?

## Payment

- \_\_\_\_\_ Will you help me determine whether my private health or long-term care insurance will cover hospice care?
- \_\_\_\_\_ Are you Medicare certified?
- \_\_\_\_\_ How much money will I have to pay out of pocket?

## Inspections

- \_\_\_\_\_ Is your organization inspected by an outside organization?
- \_\_\_\_\_ Is the program accredited by a nationally recognized organization?

## References

- \_\_\_\_\_ How long have you provided services in the community?
- \_\_\_\_\_ Who owns the agency?

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\_\_\_\_\_ Will you provide me with a list of references of doctors and families who are familiar with your services?

### Complaints

\_\_\_\_\_ Whom should I call with questions or complaints?

\_\_\_\_\_ Is there a 24-hour telephone number I can call?