

Questions to Ask Your Potential Care Providers:

- 1) Is your agency licensed by the Illinois Department of Health?
- 2) How many years has your agency been in business serving the local community? Does your agency maintain a business office where I can stop by and meet you and the office staff?
- 3) Are you willing to provide documentation that states the rights and responsibilities of the client, and explains the company's privacy policy, code of ethics, and HIPAA compliance?
- 4) Do you have letters from satisfied patients, family members or doctors that testify to providing good services?
- 5) Do you publish the care services provided and rates that clearly describe all fees? Do you provide written statements (invoices) identifying in detail all services and associated costs? Does your agency require a minimum number of hours per shift?
- 6) Will someone explain what my insurance will cover and what I must pay out-of-pocket?
- 7) Does your agency carry liability insurance coverage? Are your caregivers employed by your company (not contractors) and protected by Workers' Compensation? Are your caregivers bonded and insured?
- 8) Are caregivers screened, including use of reference checks? Are credit, driving, and criminal background checks done on caregivers?
- 9) Does your non-medical care include personal care assistance for bathing, incontinence care, and mobility assistance, if needed?
- 10) Do you have a systematic method for tracking caregiver arrival and departure times at the client's house?
- 11) Does your agency make periodic supervisory visits to a client's home?
- 12) Describe your administrative support staff. Do you have an LPN or RN on staff, readily available for consultation?
- 13) Do you provide 24-hour telephone service for handling emergencies during weekends and holidays? Do you provide back-up coverage in case a caregiver cannot make it to work?
- 14) Can you provide emergency monitoring systems, fall protection devices, and/or automated medication dispensers, if needed?
- 15) Will your agency provide a free in-home assessment prior to starting services? How quickly can your agency initiate services for me or my loved one?