



FAITH
IN ACTION

Provided for you by: *Faith in Action* of McHenry County
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SELECTING A HOME CARE AGENCY

A home care agency is not a home health agency. A home care agency is not reimbursed by Medicare if they do not supply medical/nursing care or registered nurses. Sometimes they only supply licensed practical nurses (LPN) certified nursing assistants (CNA) as companions who have little or no health care training. Agencies differ greatly. You get what you pay for. Live-in home care companions generally cost \$500 - \$1000 per week. All other costs are per hour (Minimum of 4 hours) or daily (\$75 - \$100). Nurses and technicians who manage high-tech equipment and procedures are much more costly.

A home care agency is in the business of supplying individual health care providers in your home. These health care workers can range from someone who is a companion to someone who is familiar with high-tech medical equipment and live in help. The agency screens the personnel and matches the provider to the needs of the family. It is the responsibility of the agency to make sure that the coverage you required is provided.

1. Do you service my location?
2. How long has your agency been in business?
3. Do you have malpractice insurance and your employees bonded?
4. What kind of care do you provide? (i.e., nursing care, companions, homemaker, specialized medical needs, etc.)
5. Can your agency meet ALL of my loved one's health care needs?
6. What is the fee schedule? Is there a finder's fee? If so, what is the amount, and how long is satisfaction guaranteed?
7. Do you accept Medicare, insurance, or private pay?
8. How is your STAFF trained in safety issues, infection control, skin care?
9. Will your staff assist in bathing, personal care and be sensitive to the client's dignity?
10. What are the staff hours per shift?
11. Does your agency require a physician's authorization for services?

AGENCY PROCEDURES:

12. Does your agency require a nurse to evaluate the patient's needs before a personnel match is made?
13. What are your agency's procedures and policies regarding the health care provider taking my loved one out of the home (i.e., shopping, to doctor's appointments, etc.)?
14. Do your personnel speak fluent, clear English? Do you have personnel with other language abilities? If so, what are they?
15. Is your agency available and responsive 24 hours a day, 7 days a week?
16. What is your guaranteed emergency response time?
17. What happens when my needs change without notice? Can you provide help on an emergency basis? (i.e., I have an emergency and can't get home in time to relieve the health care personnel. How can your agency help me?)