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How do I choose a Health Care Agency?

**Listed below are questions that you should ask
The Home Health Agency prior to making a commitment:**

- Does the Home Health Agency operate under state and federal guidelines?
- How long has the Home Health Agency been in business?
- Does the Home Health Agency carry insurance to cover their employee while in your home?
- Does the Home Health Agency have employees? Or are they sub-contractors?
- Does the Home Health Agency cover their employees for: worker's compensation insurance bonding, social security coverage, tax withholdings and unemployment funds?
- Does the Home Health Agency screen, reference, drug test and criminal check their employees?
- Does the Home Health Agency require a job history?
- Does the employee have health care background and experience?
- Does the Home Health Agency provide continuing education seminars for their employees?
- Does the Home Health Agency provide a registered nurse to evaluate and assess the needs of the home care client at no charge?
- Does the Home Health Agency allow the patient to be part of designing the care plan?
- Does the Home Health Agency have supervisors to oversee the quality of care being received in the home?
- Does the Home Health Agency have staff available 24 hours per day, seven days a week and on holidays if needed?
- Does the Home Health Agency provide written material clarifying the fees to be charged; the care to be received; and information on advance directives, and the HIPAA privacy act?
- Does the Home Health Agency communicate the plan of treatment to the patient's physician?
- Does the Home Health Agency provide training covering Alzheimer's and dementia care?
- Does the Home Health Agency have a minimum number of hours required per shift?
- How does the Home Health Agency chose the aide that will be working in the case?
- Does the Home Health Agency provide continuity of care or will there be a different aide everyday?
- Does the Home Health Agency provide in writing what do I do if you have a complaint?