

CHECKLIST FOR CHOOSING A HOME CARE AGENCY

Home health is defined as any public or private organization, whether operated for profit or not for profit, that provides, at the residence of a patient or individual in the Commonwealth of Virginia, one or more of the following services:

1.) Home health services, including services provided by or under the direct supervision of any health care professional under a medical plan of care in a patient's residence on a visit or hourly basis; to patients who have or are at risk of injury, illness, or a disabling condition and require short-term or long-term interventions;

2.) Personal care services, including assistance in personal care to include activities of daily living provided in an individual's residence on a visit or hourly basis to individuals who have or are at risk of an illness, injury or disabling condition; or

3.) Pharmaceutical services, including services provided in a patient's residence, which include the dispensing and administration of a drug or drugs, and parenteral nutritional support, associated patient instruction, and such other services as identified by the Board of Health by regulation.

Finally many home care providers are bonded. A bonded agency pays a fixed dollar amount and then obtains a bond which acts as a kind of insurance policy. If the consumer has a problem with an agency, sues and wins, awards to the consumer can be paid from bond. Bonding does not assure quality service.

	YES	NO
AGENCY		
1. Does the agency have written statements outlining its services, eligibility, cost and payment procedures, employee job description, malpractice and liability insurance?		
2. If only limited services are available, can the agency provide assistance to obtain other home care services as needed?		
3. Can the agency provide references from professionals who have used their services?		
PLAN OF CARE		
4. Is the plan of care to be professionally developed with you, (your physician if appropriate) and your family?		
5. Once developed, will the plan be written out with copies given to you and the workers in the home?		
PERSONNEL		
6. Are references required by the agency and on file for all personnel?		
7. Are aides who are not required to be licensed or certified adequately trained?		
8. Are aides adequately supervised? In the home? How often? How soon?		
9. How available is the supervisor? What arrangements are made for emergency situations?		
10. Are substitute aides provided when the regular aide is absent? Is weekend/holiday coverage provided?		
COSTS		
11. Are the costs covered by any federal, state, or local program?		
12. What are the hourly fees? Are there minimum hours or days per week required?		
13. Who pays for employee's social security or other insurance? Are there additional costs such as travel?		
14. How does the agency handle payment and billings?		