

# Questions to ask home care agencies.

Get the quality care your loved one deserves and help protect both of you from liability. Ask the home care agencies you're researching the following questions.

	 BrightStar Care	Agency 2	Agency 3
Are you licensed for skilled (medical) care? Companion or personal care?	Yes		
Do you have a nurse who assesses health and conducts home safety checks before service begins?	Yes		
Is a Registered Nurse involved in overseeing a plan of care and following up with supervisory visits to ensure that the plan is being carried out?	Yes		
Are your caregivers experienced, trained and competency-tested?	Yes		
Are all nurses and caregivers drug-tested, background-checked, licensed, bonded and insured?	Yes		
Do you manage pay of all caregivers, including taxes?	Yes		
Do you assign a caregiver based on personalities and compatibility?	Yes		
Does your agency have a system in place if there is a conflict of personalities?	Yes		
Does your agency use GPS to verify caregiver arrival and departure time?	Yes		
If my caregiver is sick or has an emergency, will you send another caregiver of equal skill?	Yes		
Are you insured for accidents in the home?	Yes		
Can you provide a caregiver trained in _____ (condition or need your loved one has)?	Yes		
Can you accommodate any length of visit, as short as one hour per day?	Yes		
Is there someone on-call 24/7—just in case?	Yes		
Do you provide personal protective equipment (PPE) to all your care staff regardless of whether their clients are symptomatic or asymptomatic with Covid-19?	Yes		
What are your rates?	Call us!		