



Your Home Care Checklist

Facts:

- Choosing your loved one’s home care company is overwhelming! (Should you research online? Ask friends who they chose? Let the hospital decide for you?)
- You don’t have a lot of time!
- You want to make the best decision for your family.

Cooperative Home Care is putting our 34 years in business to work: this checklist will streamline your process, improve your outcome, and provide peace of mind. You’ve got this.

Identify your goals:	Ask these questions:	Why it’s important:
Can they help me save money?	Are you Medicare certified? Do you also provide Private home care Services? Can you qualify me for assistance through Medicare, Medicaid, and VA?	Your home care company should be able to qualify you for every type of home care service, especially Medicare, Medicaid, and Private Services. Medicare certification is required to access long-term care policies that may pay for some/all of your home care services. The VA also offers many benefits for veterans and their spouses. Why pay more than you should for home care?
Do they offer Medicare and Private Services?	Are you Medicare certified? Do you also provide Private home care Services?	In addition to saving money, home care companies that provide both Medicare and Private Services can meet your healthcare needs now, and if they change. You want a “one-stop shop” instead of trying to coordinate care through several companies.
How quickly can they send me a caregiver?	How many caregivers do you employ? Do you have 24/7, on-call employees? Do you have access to a healthcare staffing company if needed?	A great caregiver match is key for home care success; more caregivers ensure you’ll meet your match quickly. There are no “office hours” in healthcare. Staffing resources help ensure you get the help you need, when you need it.
How do they hire and retain caregivers?	Do you have a dedicated Recruiter? How do you screen and train your caregivers? Do you thank your caregivers?	Dedicated recruiting, detailed background and reference screening, and regular Caregiver Appreciation events minimize caregiver turnover.
Do they have physician and nurse supervisors?	Medical Director: yes or no? Nurse Supervisors: yes or no?	Medical oversight will improve the quality of care you receive, and is available through Medicare providers.
How do they look online and in general?	What areas do you serve? How many years in business? Are you a franchise?	Website, social media, and reviews are important; a long-standing and locally-owned company offers genuine expertise.