

Home Health Agency Interview Checklist

Agency's name

Interview date

Phone number

Available days/hours

Hourly rate

Hire?

yes no maybe

The basics

- Is your agency licensed by the state?
- Do you have a business license in your city?
- Are your care workers bonded and/or insured?
- Are your care workers legal residents of the U.S.?

The care staff

- Do your care workers receive regular immunizations for influenza, hepatitis B, tuberculosis, and other communicable illnesses? May I see documentation?
- Do you run a national, fingerprint-based background check for all workers?
- Do you check references?
- Do you check credit history?
- Do you check driving records?
- Do you do drug screenings?
- Do you check against sexual offender databases?
- What training do you provide?

- How do you retain great employees?
- What supervision do you provide? Are there nurses or social workers on staff to provide support and advice to the care workers?
- Can we interview different care workers and choose which one we'll work with?

Paying for services

- Are there ever any additional charges or fees?
- Do you accept payment from insurance companies?
- Do you offer a payment plan or other types of financial assistance? Do you accept credit cards?
- Are your care workers employees or independent contractors?
- Will you take care of all payroll paperwork (including taxes, insurance, or benefits) or will that be my responsibility?

Working out the details

- What kind of service agreement is required?
- Do you have guidelines or standards of conduct for your care workers? May I see a copy?
- Do you have consistent assignments, or will the care workers change on a regular basis?
- What happens if my normal care worker is sick or on vacation? Will you automatically send a replacement?
- What happens if my normal care worker leaves the agency?
- How do you handle conflicts between a care worker and a client?
- Am I expected to provide meals for the care workers we hire?
- Can your employees drive my loved one to appointments or social outings and, if so, are there any mileage charges?
- Can I talk to former or current clients?