



MAKING MORE POSSIBLE
LIFECARE | KIDCARE | STAFFING

HOMECARE PREPARATION KIT

A HELPFUL TOOL TO ASSIST YOU IN YOUR
SEARCH FOR ADDITIONAL MEDICAL ASSISTANCE

DO YOUR HOMEWORK!

Before you make your first phone call, consider what you and your loved one's care needs are. Try to paint a realistic picture of the patient's needs so that the right caregiver match can be made.

- › Do you simply need a companion, or someone who can provide hands-on care (i.e. lifting, assistance getting into/out of the bath, etc.)?
- › Do you need a caregiver that speaks a particular language or is versed in sign language?
- › Do you need skilled medical assistance for things like blood pressure and blood sugar testing, medication administration, wound care or tube/drain/bag maintenance?
- › Do you need a caregiver who can drive you to appointments or social events? If so, must they have their own car?
- › Is a memory loss diagnosis (i.e. Alzheimer's, Dementia) a factor or is the patient becoming confused or forgetful?
- › Do you need a caregiver who has received some specialized training in fields such as hospice care, memory loss (i.e. Alzheimer's, Dementia), or severe mobility issues?

HELPFUL HINTS

BrightStar suggests the following to help make the process of obtaining quality home care easier and eliminate any unwelcome surprises:

Before your caregiver starts, write out your loved one's daily and weekly schedule. Include their likes and dislikes with respect to food/diet and activities. This will help make the transition easier, less stressful and help your caregiver get up to speed quickly.

Remember that you are also the client – never hesitate to express your needs and give feedback, especially if you are dissatisfied. The matching of a caregiver is as much an art as a science. Clear, constructive feedback always helps!

INTERVIEWING THE AGENCY

To protect yourself and your loved ones from potential liability, make sure you ask the right questions while researching homecare agencies.

Below is a list of questions to ask, as well as a chart for you to use to compare the different companies you speak with during your search.



Company
#2

Company
#3

Do you provide insurance for accidents, if they occur, in the home?	YES		
Are you licensed for medical care and non-medical (companion) care?	YES*		
Do you have an RN to conduct an initial assessment before starting each engagement and to follow up with supervisory visits to ensure the plan of care is being executed upon?	YES		
Do you have skilled staff members conduct an initial assessment before starting each engagement?	YES		
Are all employees drug tested, background checked, licensed, bonded and insured?	YES		
Do you take care of paying the employees, including taxes and withholding?	YES		
Will you send another worker of equal skill and experience levels if my caregiver has an emergency?	YES		
Can I interview the employee(s) before I commit to using your agency?	YES		
Does your agency have a Guaranteed Compatibility® system in place if there is a conflict of personalities between me or my loved one and the caregiver?	YES		
Can you accommodate any length of visit request, even as short as 1 hour per day? What are your rates?	YES Please contact us for rates		
Can I get someone who has worked with a patient with a similar condition/illness?	YES		

* Availability of medical services is based on state licensure. Contact your local BrightStar office for a full list of services available in your area.