The following resources are resources only, not referrals. They are not to be taken or used as part of the ISC's services. The public needs to use these resources at their own discretion.

Suggestion during your research: make certain those helping you are screened, insured, and/or bonded and if they are medical or non-medical.

If you find any information you may think useful, or find information to be inaccurate, please e-mail/call the ISC! Contact information listed above.

Things You Should Know About Your Home Health Care Agency

1. Ask the agency if employees are insured for malpractice, workers compensation insurance, bonded for theft, and covered for any breakage in the home.
2. Does the agency have reliable 24/7 answering service and an in-office person on call?
3. Are all their employees thoroughly and professionally screened for work experience and personality traits?
4. Is the agency flexible as to the hours they will service you?
5. Does the agency coordinate services with your physician?
6. How many years of experience does the agency and/or caretakers have?
7. Who pays the employee and who is responsible for payroll deductions, i.e. social security, income tax, etc.?
8. Some agencies' employees (such as those of registries) are not insured for malpractice, workers compensation, theft or breakage, and no social security is being paid. This then becomes your responsibility. Registry employees are independent contractors. These agencies will charge less because they do not have the costly expenses of other agencies that are employment contractors. Which type of agency you use should be a big concern of yours!
9. There are individuals who secure their own jobs through the newspaper, doctors' offices, and many other avenues. They will be cheaper, but could cost you a lot more in the long run.
10. There are many people who do not work for agencies because they do not meet high standards. Beware of the individual who does not supply recent and verifiable references, and always, always check the references when they are given.
11. Home health care is a very personal thing. It is important to know about the agency you are using and the type of person they are sending to your home. Do not let the agency or their employees intimidate you. Shop around. Ask questions.
12. All agencies are listed in the yellow pages under "Nurses & Nurse Registries." Feel comfortable with the person on the phone and the person coming into your home. If

the person the agency sends is not satisfactory, either in skill level or personality, you should feel comfortable requesting another person.

13. If you are not completely satisfied with the agency you are using...change!

Questions provided & authorized by Health Concepts, Inc. 6/4/13