

Monrovia Providers Group

626-471-1603

info@MonroviaProviders.org

www.MonroviaProviders.org

*Our mission is to engage the senior community
and improve the experience of aging.*



Guidelines and Questions to Ask When Interviewing Potential Caregiver Agencies

1. Is the company independently owned, a corporation, or a franchise?
2. How many years have they been in business? Where is the local office?
3. Can they provide service in the area during the client's requested hours?
4. Does management have any healthcare experience or background?
5. What is the agencies' hourly rate? What is the minimum number of hours? 6. How much advance notice is required to cancel a shift?
7. Are there any charges for over 8-hour shifts, weekends or holidays?
8. How does the agency bill? Do they require a deposit? (Keep your receipts!)
9. How will they plan coverage if the caregiver is not able to work that shift?
10. Will the caregiver provide transportation for the patient? Will the caregiver use their own car or the patient's? How is gas paid for? Whose insurance is used?
11. How do they hire and evaluate their employees? Can caregivers be interviewed? What specific trainings do your caregivers get? How often?
12. Are the caregivers employees of the agency? Is Worker's Compensation Coverage, payroll taxes and expenses covered by the agency?
13. Are references available from a previous employer or agency?
14. Are agency personnel available after-hours 24/7 for consultation?
15. Is the agency a VA Approved Provider or do they have experience working with veterans and/or the VA and VA benefit plans for home care?

Provided by Stephen Huber, Home Care Providers