



10 Questions to Ask When Choosing a Home Health Agency

When your doctor decides that you or a loved one needs home health care, it can be a difficult and scary realization. Most people have many questions and don't know where to turn for answers.

We want you to know that you have the right to choose which home health agency will provide the care and services you need. Here are 10 questions to ask as you are interviewing home health care providers. The intent of these questions is to guide you to choose the BEST home health care agency!

1. How many years has the agency been serving your community? _____

2. Does the agency offer printed material describing its services and costs? _____

3. Is the agency an approved Medicare provider and is it licensed by the state? _____

4. Does the agency provide patients with a "Bill of Rights" that outlines the rights and responsibilities of the agency and patient? _____

5. Does the agency staff educate the family members on the care being administered to the patient? _____



6. Does the agency have a nursing supervisor on call and available 24 hours per day?

7. Who can you call with questions or complaints? _____

8. What happens if a staff member fails to make a scheduled visit? _____

9. Are the agency caregivers available to meet your needs and follow your doctor's orders for treatments and services? _____

10. How soon after receiving my information and doctor's orders can the agency visit me at home to start the plan of care? _____

The goal of [Accord Home Care](#) is to provide you with enough information about home health services to give you a sense of confidence and peace as you make decisions about homecare services for your loved ones. Please reach out to us with any questions!