What to look for in a home healthcare provider

Over the last decade, the home healthcare field has greatly expanded. With all of the available choices, it can be a challenge to find the right solution. However, there are steps that you can take to make sure that you choose the best caregiver possible.

For more information on choosing a caregiver or to find out about the many services FirstLantic provides, give us a call at 561-270-5961 and we’d be delighted to help.
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The first step is to make a list of the top agencies in your preferred geographic region. You should also speak to your loved one’s physician to get recommendations and read as many reviews as possible about each potential agency. In addition, you should ask the following questions to each agency that you are considering:

- How long has the agency been in business?
- Is the agency certified by the state?
- Is the agency licensed, bonded and insured?
- How does the agency select their caregivers?
- How are caregivers trained?
- Do they perform background checks on all of their caregivers and staff members? What level of screening do they perform?
- Are caregivers referred or are they actual employees?
- What is the process for client intake? Do they meet with the client and the family?
- What range of services do they provide?
- Does the agency include client’s doctors and other care professionals in the evaluation process and in supporting the client’s healthcare needs?
- Who oversees the caregivers? Are there supervisors or nurses that oversee each client’s care?
- How is care documented by the agency? Are there daily reports?
- Will the agency work with you and share information about your senior’s care and health? How often will they be in communication?
- Does the agency provide a written outline of services and financial responsibilities of the client and his or her insurance?
- How are emergencies handled? Is the agency available 24/7/365 to answer calls or concerns?

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