

# Home Care Company Checklist

## Questions to ask a Home Care Agency



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How long has your company been in business?	Since 1998		
Are you DHEC Licensed?	✓ # IHCP-0242		
Do you provide Workers' Compensation; are you bonded and insured?	✓		
What is your caregiver turnover rate?	Less than 10%		
Do you carry 3rd party crime insurance on your caregivers?	✓		
Do you have a consulting physician on staff?	✓		
Do you have a supervisor available on call 24/7?	✓		
Are you certified to accept Medicaid?	✓		
Are caregivers available as much as 24/7/365 and as little as 1 hour?	✓		
What areas do you cover? Charleston County, Dorchester County, Berkeley County and Colleton County	✓		
Do you offer a FREE in-home assessment along with a personalized care plan?	✓		

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**Summerville  
843-832-9888**

**Charleston/Mt. Pleasant  
843-494-9706**

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## Caregiver Services and Qualifications



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Are your caregivers Certified Home Care Aides that are trained and supervised by RNs?	✓		
Are your caregivers trained or certified in Dementia/Alzheimer's through the Dementia Dialogues Class?	✓		
Do you conduct local and SLED checks, random drug screenings, reference checks and check driving records?	✓		
Do you provide medication management by a RN?	✓		
How do you monitor customer satisfaction? (Monthly surveys /client care coordinators & 3rd party surveys)	✓		
Are you a VA and CLTC provider?	✓		
Do you provide transportation and errand services?	✓		
Do you accept the grants from Trident Area Agency on Aging and/or the Alzheimer's Association?	✓		
Do you have ongoing supervision by a RN for your clients?	✓		
What auxiliary services do you offer? (concierge services/medical technologies)	✓		

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