



Choosing a home care agency

Choosing the right home care agency can be difficult. Because home health care is such a personal service, you want to be sure you can depend on the agency you ultimately put your trust in to send caregivers into your home.

We at BAYADA Home Health Care hope the following checklist helps you narrow down the field to an agency that provides you with the services you need, the qualifications you demand, and the great customer service you deserve.

The agency...

Provides the following services:

BAYADA Other

- | | | |
|-------------------------------------|--------------------------|---|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Both home health aide/personal care services and nursing services based on clients' needs |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Registered nurse (RN) assessments of clients' needs |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Assessment-based care plans written by RNs |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Regular RN supervision and support of employees in clients' homes |

Guarantees:

- | | | |
|-------------------------------------|--------------------------|----------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | No contracts |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | No upfront payments |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | No cancellation fees |

Has the following credentials:

- | | | |
|-------------------------------------|--------------------------|---|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Community Health Accreditation Program (CHAP) accreditation |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | State licensure |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Medicaid certification |

Includes the following in its hiring routine:

BAYADA Other

- | | | |
|-------------------------------------|--------------------------|-----------------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Personal interviews |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Reference checks |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Criminal background checks |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Competency evaluation and testing |

Provides written information about:

- | | | |
|-------------------------------------|--------------------------|--------------------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Clients' rights and responsibilities |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Privacy notices |

Provides great customer service by:

- | | | |
|-------------------------------------|--------------------------|---|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Billing clients' insurance directly |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Staying on call 24 hours a day, seven days a week |

www.bayada.com

BAYADA Home Health Care specialty practices include Home Health Care, Pediatrics, and Hospice. BAYADA provides nursing, rehabilitative, therapeutic, hospice, and assistive care services to children, adults, and seniors in the comfort of their homes.

13-73-0683 3/13 © BAYADA Home Health Care, 2013



Compassion. Excellence. Reliability.