

Guide to Choosing a  
**Home Healthcare  
Provider**



# Home Care

Quality healthcare, in the comfort of one's home, can offer peace of mind in the most challenging of situations. However, not all home healthcare providers are created equal.

As with any healthcare related decision, information is power. Check out the following questions to cover all bases when it comes to selecting the right provider for you.

*Whether a loved one needs assistance with everyday tasks or 24/7 nursing care and support, VNA of Ohio offers high-quality, comprehensive services for individuals and families who wish to remain in the comfort of their homes.*

## Questions for the Provider

- How established is this provider?
- Are employees trustworthy, knowledgeable and certified? What types of screening and training is required for employees?
- Is there 24/7 support available if needed?
- How long have they been serving their community?
- What values does the organization uphold in their care?
- What are their patient satisfaction ratings?
- Can I speak with someone today?
- Are they a private company or non-profit organization?
- Is the provider licensed and accredited?
- Does it have strong partnerships for supplemental support as needed?
- Does it clearly explain the services it's providing and how much it will cost?
- Are services covered by insurance, Medicare and Medicaid? how does the billing process work?
- Does it offer mental health services?
- Does it offer hospice services?
- Can I get assistance with specific support tasks, including household work, transportation and medication management?
- Will they help me modify my home to accommodate the patient? Will they coordinate all needed equipment and setup?

# Your Choices at Hand

Whether you or a loved one are recovering from major surgery, needing long-term management of a chronic condition, or facing life-limiting illness, you have choices when it comes to care.

Your physician or caseworker may or may not offer the resources needed to make a decision. This is why you need to take control for yourself and family members, asking the right questions, and finding your right home care partner.

## The Services

Your needs may change with time. Make sure that your provider offers a full range of in-home services to meet your specialized needs now and in the future.

### Nursing

- Care after injury, illness or surgery
- Chronic disease management
- Wound and ostomy care
- Elder care services
- Cardiac rehabilitation
- Diabetic management/instruction
- Treatment of pain and other symptoms
- Maternal and infant care

### Rehabilitation

- Physical therapy
- Occupational therapy
- Speech-language therapy

### In-home monitoring systems for complicated health condition

### Hospice services

- Pain and symptom management
- Patient and caregiver education
- Art therapy
- Massage therapy and manual lymph drainage
- Music therapy
- Bereavement and spiritual care

### Mental health services

- Coordinated clinical nursing care
- Medication management
- Individual counseling and support
- Linkage to community services and resources
- Caregiver and family support and education

### Personal home assistance

- Bathing, grooming, dressing
- Companionship
- Medication management
- Light housekeeping, laundry, meal preparations
- Shopping/errands
- Transportation services

Referrals Made Easy: **1-877-698-6264**

For caregiver support and resources, visit [www.VNAOhio.org](http://www.VNAOhio.org)

## Contact us

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Mansfield, Ohio 44902-1206



1-877-698-6264  
[www.VNAOhio.org](http://www.VNAOhio.org)

As a not-for-profit organization,  
VNA of Ohio values your support.  
Thank you for supporting our mission  
of caring for the community.

## Connect with us



## About VNA of Ohio

Visiting Nurse Association of Ohio provides high-quality comprehensive home health and hospice care to promote health, independence, and dignity to those living in the communities we serve.

Founded in 1902, the organization has built a legacy for helping individuals and their families as they experience a health related situation. Today, we continue to provide expert services that will allow individuals to remain in the comfort of their homes.