

Selecting an Agency



Becoming the person who cares for a spouse or parent can happen suddenly or over a period of time. Regardless, as a caregiver, you are an integral part of your loved one's life. There are many companies, agencies and even individuals, but their level of quality and compatibility can all range with variety.

These following points will be able to assist you in finding out all the questions you need to ask with evaluating Agencies for your loved one:

- Services are available and supervised 7 days a week, 24 hours a day.
- Patient Rights are explained and observed at all times.
- HIPPA and Confidentiality is assured and maintained at all times.
- Ongoing professional assessment begins with the agency's first encounter with the patient/family and should be on a continuous basis.
- Employees are screened, bonded, supervised by an Administrator, and held accountable to the agency.
- Supervisory support and guidance is available at all times.
- Staff Competency is evaluated and upgraded on a continuous basis.
- Insurance is adequate for employee, agency and patient protection.

Licenses

The best agencies hold a license from the State of Texas for Personal Assistance Service (PAS). This means the more assistant your loved one needs, they will still be able to receive services in their own home.

Caretakers

The Top Agencies have caretakers that are their employees, not contractors. Agencies should do their best to match up the best caregivers for your needs. All employees should be taken through rigorous series of background checks, drug testing through the employer, on-going driving records test and insurance checks.

Ten Questions to ask when you talking to an agency about service

Are your caregivers employees or contractor labor?

Do you perform annual background checks?

Do you perform drug screens?

Can I speak to the owner?

Who is in control of the times, days, and services I need?

What is included in my service?

Do you carry hired and non-owned automobile insurance for times when I need to be transported?

Compassionate Healthcare is locally owned and operated home health care company that provides high-quality, personalized non-medical care in your place of residence. Call (817) 570-9901 for a free in-home assessment.