



Call Us Anytime 24/7
Never A Recorded Message
703-497-CARE

BestCare is Always There

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QUESTIONS TO ASK BEFORE HIRING A HOME CARE AGENCY

1. Is the Agency Certified or Licensed by the State or Federal Government to provide Home Care services?
2. Is your Agency Medicare or Medicaid Approved?
3. Does your Agency maintain a business office?
4. Does your Agency carry Liability Insurance and Bond?
5. Are your Caregivers and Clinicians Bonded and Insured?
6. Do you run police background check on all your Caregivers and Clinicians?
7. Can I get Live person to talk to any time after your business hours?
8. Is there a minimum hours for your services?
9. Will your Agency provide a free in home assessment prior to Start of Care?
10. Does your Agency provided backup Caregiver or Clinician if the of originally assigned cannot make it?
11. Can your Agency provide in writing, care plan and the services, and all the rates for each service?
12. Do you have a system in place for tracking Caregivers and Clinicians arrival and departure times?
13. Can your Agency initiate service within an hour?
14. Will I get a live person Knowledgeable about Home Care or staff member to talk to about my needs on the weekend?
15. Can you provided documentation explaining Clients Rights and HIPAA Compliance?