



P.O. Box 590146 – Birmingham, AL 35259 – 1.833.473.5465

October 2022

Questions to Ask A Potential Agency Caregiver

Hiring someone to take care of your loved one is a decision that must be made with careful consideration. There are many questions you can ask to make sure the agency can meet your needs, as well as questions to make sure the agency and its employees are competent and has the proper training, licensing, and insurance.

Sample Interview Questions

Potential Caregiver/Agency Name:	
Questions About Services Provided Does your agency provide both medical services (such as skilled nursing, rehab therapies, etc.) and non-medical services (such as bathing, incontinence care and mobility assistance)?	Yes/No
Will you perform an in-home assessment prior to starting service?	Yes/No
Will you create a care plan?	Yes/No
Does your agency provide in writing the care services provided and clearly describe all rates and fees?	Yes/No
Is there a process for updating the services provided if our needs change?	Yes/No
Can your agency provide 24-hour care?	Yes/No
Does your agency provide transportation services for clients?	Yes/No
Can your agency provide emergency monitoring systems and other safety technology?	Yes/No
What are your education and training requirements for care partners?	
Is your agency licensed or accredited by any government agency to provide home care? Is your agency Medicare-certified?	Yes/No
Do you carry liability insurance?	Yes/No
Are your employees bonded and insured for theft and client injury?	Yes/No
Do you perform background checks on employees?	Yes/No
Can your agency provide documentation explaining the client’s rights, your code of ethics, workers’ compensation and HIPAA compliance?	Yes/No



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Do you pay your federal and state taxes, Social Security (FICA) and unemployment insurance so that our family is not legally responsible?	Yes/No
Can you verify that you and your employees are legally able to work in the United States?	Yes/No
If your employee is injured at a client’s residence, who is responsible? (Many homeowner’s insurance policies exclude injuries to “domestic employees.”)	
QUESTIONS ABOUT WORKING WITH A PAID CAREGIVER	
Can we meet the person before receiving services?	Yes/No
Do you send the same person each time?	Yes/No
Do you provide back-up coverage in case your employee cannot make it to work?	Yes/No
How do you monitor / supervise employees?	
How do you document that your services were indeed completed?	
QUESTIONS ABOUT ADMINISTRATION	
Is there someone I can call with questions or complaints?	Yes/No
Can you provide a list of references?	Yes/No
What are the fees for your services (per hour, per day)?	
What is the billing schedule for services? Is there a payment plan option?	Yes/No
Do you require a minimum number of hours per shift? If so, what is it?	Yes/No
How quickly can you initiate service?	

For a word version of this form, contact Brooklyn White at brooklyn@parkinsonalabama.org