

## 11 Things to Consider When Hiring a Provider

At Physician’s Choice, we believe good decisions result from good information. This guide was created to help you evaluate home care agencies and make the best choice, the first time.

### Questions to Ask

1	Does your company do an in-home assessment with a skilled nurse and licensed social worker?	
2	Does your company do a thorough pre-hire caregiver screening?	
3	Does your company hire only the most experienced caregivers?	
4	Does your company test employees to assure their health, skills and capability?	
5	Does your company provide Caregiver Code of Conduct™ training and certification?	
6	What is your company's No Show Plan?	
7	Do you provide field nurse supervisors for unscheduled visits?	
8	Does your company provide regular communication with us?	
9	Will your company modify the schedule without financial penalty?	
10	Does your company provide a full range of in home assisted living services?	
11	Is your staff available 24/7?	



## HIRING A HOME HEALTH CARE AID OR AGENCY

To help you compare answers, here is how Physician's Choice Private Duty answers.

The questions

1	Does your company do an in-home assessment with a skilled nurse and licensed social worker?	Our initial in-home assessment is provided by a registered nurse ensuring your medical issues, personal needs and desires are communicated by a professional.
2	Does your company do a thorough pre-hire caregiver screening?	Physician's Choice Private Duty screens caregivers for experience, skill and personality. To ensure caregivers are reliable and honest, extensive background checks, including statewide police checks, are performed on all new hires and we are insured and bonded. PCPD has an extensive application and hiring process, including mandated drug screening upon hire, and whenever there is a potential issue.
3	Does your company hire only the most experienced caregivers?	To make sure your needs are met, Physician's Choice Private Duty recruits caregivers who have experience and are seasoned in attending to the needs of care recipients. We look for at least one continuous year of experience.
4	Does your company test employees to assure their health, skills and capability?	Standard testing for all Physician's Choice Private Duty employees includes competency testing, pre-employment skills testing, and random drug testing.
5	Does your company provide Caregiver Code of Conduct™ training and certification?	Caregiver Code of Conduct™ is a training and certification program developed to enhance caregivers' skills in areas of social and client interaction. Physician's Choice Private Duty is proud to offer this training to their staff.
6	What is your company's No Show Plan?	Physician's Choice has a system to handle the caregivers who cannot fill their shift. The state average is 78% of shifts filled. Physician's Choice Private Duty staffs at 100%.
7	Do you provide field nurse supervisors for unscheduled visits?	Physician's Choice provides field nurse supervisors who perform unscheduled supervision visits to help make sure that you are receiving the best care possible. The field nurse supervisor visit is also a good time to communicate any concerns you may find uncomfortable discussing with your caregiver. (If you prefer not to receive unscheduled supervision visits, be sure to tell us.)

The questions



Physician's Choice Private Duty  
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HIRING A HOME HEALTH CARE AID OR AGENCY

8	Does your company provide regular communication with us?	Physician's Choice Private Duty' caregivers keep careful notes of each visit in your home to provide a quick snapshot of their activities and are always available for review. Our staff is also trained to alert family members regarding any changes or concerns regarding the client, in addition to responding to clients' or family members' concerns.
9	Will your company modify the schedule without financial penalty?	Physician's Choice will modify the schedule of your service — without financial penalty. Plus, unlike some agencies, we won't charge you time-and-a-half for any aide that is scheduled over 40 hours. Unless you specifically request additional hours from a caregiver that is already scheduled 40 hours for that week, the agency should be responsible for any overtime pay.
10	Does your company provide a full range of in home assisted living services?	Physician's Choice Private Duty provides all levels of service from errands, shopping, light housekeeping to hygiene assistance, medication reminders, skilled nursing services, therapy and more.
11	Is your staff available 24/7?	Physician's Choice Private Duty is available, mornings, nights, weekends, holidays, temporary or long term.



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