



Questions You Need to Ask When Choosing a Home Care Provider

	Millennia	Others
Has the Provider been in business for 10 or more years?	Yes	Yes <input type="checkbox"/> No <input type="checkbox"/>
Does the Provider offer a global network with offices in different Countries, sharing ideas related to service, training and education for continuous quality improvement?	Yes	Yes <input type="checkbox"/> No <input type="checkbox"/>
Employs team of health care professionals with knowledge and experience in elder care, including social workers, nurses and doctors?	Yes	Yes <input type="checkbox"/> No <input type="checkbox"/>
Conducts a free, no obligation, comprehensive assessment by a Care Manager with expertise in social work, mental health and nursing?	Yes	Yes <input type="checkbox"/> No <input type="checkbox"/>
Develops a written, customized care plan involving the client and family members, and updated as changes occur?	Yes	Yes <input type="checkbox"/> No <input type="checkbox"/>
Conducts regular visits by a social worker or nurse to the home to observe and supervise caregivers and client concerns?	Yes	Yes <input type="checkbox"/> No <input type="checkbox"/>
Offers a free, no obligation interview with potential caregivers?	Yes	Yes <input type="checkbox"/> No <input type="checkbox"/>
Offers culturally sensitive care exemplified by caregivers that speak many languages including, English, Japanese, Chinese, Korean, Tagalog and Spanish?	Yes	Yes <input type="checkbox"/> No <input type="checkbox"/>
Does a social worker provide information, referrals and coordination of appropriate community services?	Yes	Yes <input type="checkbox"/> No <input type="checkbox"/>
Does a nurse train, supervise and monitor its caregivers?	Yes	Yes <input type="checkbox"/> No <input type="checkbox"/>
Does the Provider employ its own staff of caregivers, social workers and nurses, without the use of independent contractors?	Yes	Yes <input type="checkbox"/> No <input type="checkbox"/>
Delivers services 24-hours a day, 7 days a week?	Yes	Yes <input type="checkbox"/> No <input type="checkbox"/>
Provides 24-hour professional and staffing coordination and management?	Yes	Yes <input type="checkbox"/> No <input type="checkbox"/>
Provides all appropriate insurance coverage for the protection of clients including liability insurance, workers' compensation and employee dishonesty bond?	Yes	Yes <input type="checkbox"/> No <input type="checkbox"/>
Requires CPR certification, references, criminal background checks, TB testing and pass a written assessment test for employment?	Yes	Yes <input type="checkbox"/> No <input type="checkbox"/>
Provides access to the monthly in-service education to all employees to continually update their skills, and is conducted by a team of health care professionals?	Yes	Yes <input type="checkbox"/> No <input type="checkbox"/>
Manages all payroll and employee related matters and adheres to the state and federal guidelines in its employment practices, such as withholding taxes?	Yes	Yes <input type="checkbox"/> No <input type="checkbox"/>
Is the Provider a member of a national home care association such as the National Private Duty Association, to assure the highest standards?	Yes	Yes <input type="checkbox"/> No <input type="checkbox"/>

**For more information, please contact
 Millennia Personal Care Services at
 Toll Free: (888) 285-4913 or visit www.mpscscare.com**