



Clinical Manager Karen Logan, RN, answers questions from client Dr. Frances S.

Choosing a Home Health Care Provider

BAYADA Home Health Care hopes the following checklist helps you choose a provider that offers the services you need, the qualifications you expect, and the great customer service you deserve.

Services include:	BAYADA	Other	Other
Both assistive care (hourly and live-in) and nursing services based on clients' needs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Free, confidential assessment by a registered nurse (RN)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assessment-based care plans written by RNs in collaboration with client and family	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Regular RN supervision and support of employees in clients' homes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Guarantees:			
No contracts	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No cancellation fees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Caregivers are employees—not contractors—of the provider	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employees fully insured for liability and worker's compensation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Credentials:			
Community Health Accreditation Program (CHAP) accredited	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
State licensed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medicare-certified and Medicaid-approved	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hiring and training standards:			
Personal interviews	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reference checks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Criminal background checks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Competency evaluation and testing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ongoing education and training (including dementia and rehabilitation)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Documentation:			
Clients' rights and responsibilities	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Privacy notices	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer service:			
Bills clients' insurance directly	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On call 24 hours a day, 7 days a week	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ongoing client satisfaction surveys	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

888-4-BAYADA (888-422-9232) | www.bayada.com

BAYADA specialty practices include Home Health Care, Pediatrics, Hospice, and Habilitation.

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