

## FIRST CALL PRIVATE DUTY HOME CARE PROVIDER CHECKLIST

When looking for a homecare agency, ask the questions listed below and compare providers so that you can identify the best-qualified company to provide you with the help you need.

QUESTIONS	AGENCY 1	AGENCY 2	FIRST CALL
Does the agency provide a free assessment to determine the patient's individual needs?			YES . . . A Registered Nurse performs a complete assessment either in the hospital or at the patient's home.
Does the agency allow family members to participate in planning/selecting services?			YES . . . <b>First Call</b> welcomes family participation.
Does the agency provide on-going supervision? Who provides the supervision?			YES . . . Supervision by a Registered Nurse is provided to oversee all aspects of care at <b>NO additional charge</b> .
Can the agency provide around-the-clock care?			YES . . . <b>First Call</b> can provide care twenty-four (24) hours per day, seven (7) days per week.
What hours are office personnel available to me? If I call the agency in the evening or on the weekend will I get an answering service?			<b>First Call</b> phones are answered by office staff twenty-four (24) hours per day; seven (7) days per week. <b><i>You will never get an answering service!</i></b>
If my insurance carrier allows it, will the agency bill them directly instead of me?			YES . . . <b>First Call</b> will also verify insurance coverage before the start of service.
Are employees screened, reference checked and bonded?			YES . . . <b>First Call</b> employees are bonded, experienced and undergo an extensive screening process for our client's protection.
Are background checks and drug testing performed on all employees?			YES . . . all employees are background checked and drug tested.
Does the agency guarantee their service?			YES . . . <b>First Call</b> guarantees that we will always be there for our clients! In the event an employee must cancel – we guarantee we will find a replacement with the same qualifications to provide the services needed!

Tulsa 918-665-1011 Dallas 214-631-9200 Oklahoma City 405-842-7775 Springfield 417-886-1001