

# In-Home Care Questionnaire

At Leading Edge Senior Care, we understand choosing the right in-home care agency can be a difficult decision. This questionnaire addresses some of the important questions to ask.

We hope the answers will help you to make an informed, confident decision.

Question/Leading Edge Senior Care Response	Agency/Contact	Notes
<b>How do I determine which in-home care services I need?</b>  Leading Edge Senior Care conducts an initial in-home detailed evaluation for potential clients, this is a complimentary service. Then we will provide a full assessment and develop a care plan to determine which of our services are appropriate		
<b>What Services do you Offer?</b> Leading Edge Senior Care provides non-medical homecare services. Examples of services provided: Personal Care Assistance, Medication Reminders, Transitional Care, Cognitive Therapy, Meal Planning/Cooking, Errands, Transportation, Bath Visits, Live-In and Wellness/Safety Checks.		

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<b>Do you have a minimum number of hours of service?</b> We require a three-hour minimum. In some situations, we can be flexible and lower the minimum (for example, one-hour bath visits or wellness/safety checks)		
<b>How much do your services cost and are they covered with insurance or Medicare?</b> Our costs vary depending on the type of services you require. We provide a detailed explanation of our fees in advance. Our rates range between \$32 - \$36. Since Medicare pays only for "skilled" home health services (such as nursing, occupational therapists and physical therapists), it does not cover non-medical homecare. Typically, our services are private pay. However if you have long term care insurance, our services should be covered.		
<b>Do you charge mileage for transportation and errands?</b> If an employee uses his/her own vehicle, we do charge \$0.67 per mile.		

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<b>Do you charge extra for nights, weekends and holidays?</b> Leading Edge Senior Care does not charge an additional fee for nights or weekends. We charge time-and-a-half for the following holidays: New Year's Day, Easter Sunday, Memorial Day, Fourth of July, Labor Day, Thanksgiving and Christmas.		
<b>Are your staff considered employees or independent contractors?</b> All staff members are employed by Leading Edge Senior Care. We do not hire independent contractors.		
<b>Do you conduct background checks on your employees?</b> Yes, Leading Edge Senior Care conducts state/national background checks, in addition all employees are required to obtain their fingerprint clearance.		
<b>Do your employees have their CPR/First Aid certification?</b> Yes, all employees at Leading Edge Senior Care have their CPR/First Aid certification.		

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<b>Do you provide training to your employees?</b> Leading Edge Senior has an in-depth orientation/training program that all employees are required to attend. Plus, we require additional training throughout the year.		
<b>How does Leading Edge Senior Care select their employees?</b> Leading Edge Senior Care hires only the highest quality of staff, all employees must have experience working with seniors. All employees are extensively interviewed and screened prior to hire. Past work history and references are thoroughly checked with previous employers and supervisors. Upon hire, drug testing is performed on all employees. Random screening is performed thereafter. We set and maintain high standards and expect the same of our employees to ensure the finest and most consistent home care services.		

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<p><b>Will I have the same person for each visit?</b></p> <p>It is very important to Leading Edge Senior Care that the same person provide the care needed. This creates a relationship and bond between the staff member and client. It can be uncomfortable to have a new person coming into your home, having the same familiar face makes the transition into homecare a lot easier and more enjoyable.</p>		
<p><b>How does Leading Edge Senior Care ensure my privacy and confidentiality?</b></p> <p>Leading Edge Senior Care values and respects the confidentiality and privacy of our clients. All personal information and circumstances obtained about our clients are treated as privileged communication. We abide by the HIPPA Policy and provide every client with our Privacy Act policy.</p>		

