Selecting Home Care

There are a number of important options to consider and questions to be asked when selecting and purchasing health or personal care services in the home. Some of these items are discussed below.

**Reputation/Accrediting/Licensing:**
How long has the agency (or individual) been operating in the community? Is the agency licensed by a government agency and able to provide “hands on” care or is the agency only able to provide companion care? Is the agency accredited by a professional association? Can the agency provide references from clients?

**Training/Supervision:**
How does the agency select and train its employees? Does the agency carry malpractice insurance? Does it insure employees who provide financial services or who do banking and shopping for clients? By whom and how often are home care workers supervised? Who do you call with questions or complaints about services? On what grounds can you request a change in workers? Does the agency provide substitutes? How will an emergency request for assistance be handled? Are workers employed by the agency or subcontracted from another agency?

**Assessment:**
If you need personal care or skilled services, will a professional perform an assessment in your home? Will you receive a written plan of care, and is it updated as changes occur?

**Payment/ Costs/ Fees:**
What are the costs of the service? Does the agency have written information explaining ALL costs and payment plan options? Make sure you understand exactly what services will be provided and what it will cost. Are there minimum hour requirements? Does the agency use a sliding scale fee schedule to accommodate lower income clients? Is there a charge for telephone consultation?

Is there a fee for an assessment? Is there a fee for a reassessment if your condition changes or you have new problems?

Will the agency bill your insurance, and if so, what are the procedures if your insurance denies payment? How are late payments handled?

**Other Services:**
The Dutchess County Office for the Aging and its home care unit can provide information and assistance on home care and also on other community services which may be available. For information call (845) 486-2555.

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Dutchess County Office for the Aging
(845) 486-2555 or toll free at (866) 486-2555
www.dutchessny.gov/aging
Email: ofa@dutchessny.gov
HOME CARE AGENCIES SERVING DUTCHESS COUNTY

Agencies providing “hands on” personal care or skilled services must be licensed by the NYS Dept. of Health. Long Term Care at OFA, NY Connects and the Office for the Aging do not make recommendations regarding the agencies listed below. To determine how needs can best be met, please contact the Office for the Aging at (845) 486-2555.

**Home Care Agencies:** Licensed Home Care Services Agencies (LHCSA) may be private or hospital-affiliated, operating for profit or not-for-profit. They provide a wide range of services in the home. A LHCSA must be insured; some bond their employees.

Personal care is the most used LHCSA service. As provided by home health aides and personal care workers, it consists of assistance with bathing, dressing, toileting, mobility, feeding, meal preparation, shopping, light housekeeping, and laundry. Frequent components of such services are companionship and respite for overstressed caregivers. These personnel are assigned and supervised by Registered Nurses.

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Phone Numbers</th>
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<tbody>
<tr>
<td>A &amp; T HEALTH CARE</td>
<td>845-561-7900</td>
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<tr>
<td>ACCENT CARE</td>
<td>845-473-7444</td>
</tr>
<tr>
<td>ANYTIME HOME CARE</td>
<td>845-485-2666 / 845-565-1212</td>
</tr>
<tr>
<td>HOME HEALTH CARE &amp; COMPANIONS</td>
<td>845-454-3778</td>
</tr>
<tr>
<td>MIDHUDSON REGIONAL LICENSED HOME CARE</td>
<td>845-483-5551</td>
</tr>
<tr>
<td>PREMIER HOME HEALTH CARE SERVICES, INC</td>
<td>845-214-0870</td>
</tr>
<tr>
<td>UNLIMITED CARE, INC.</td>
<td>845-473-5900 (Poughkeepsie)</td>
</tr>
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<td></td>
<td>845-876-1976 (Rhinebeck)</td>
</tr>
<tr>
<td>WILLCARE</td>
<td>845-635-1277 (Pleasant Valley)</td>
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<tr>
<td></td>
<td>845-331-3970 (Lake Katrine)</td>
</tr>
<tr>
<td><strong>COMPANION or HOMEMAKING SERVICES ONLY</strong></td>
<td></td>
</tr>
<tr>
<td>FRIENDS AND FAMILY SENIOR COMPANIONSHIP</td>
<td>845-867-8492</td>
</tr>
<tr>
<td>MID HUDSON REGIONAL HOME CARE</td>
<td>845-483-5551</td>
</tr>
<tr>
<td>NORTHEAST COMMUNITY COUNCIL INC.</td>
<td>518-789-4259</td>
</tr>
<tr>
<td>PREMIER HOME HEALTH CARE SERVICE, INC COMPANION SERVICE</td>
<td>845-214-0870</td>
</tr>
<tr>
<td>WILLCARE “LEND-A-FRIEND”</td>
<td>845-342-1661</td>
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HOME CARE AGENCIES SERVING DUTCHESS COUNTY

Certified Home Health Agencies: A Certified Home Health Agency (CHHA) is a home care services agency that meets specific standards established by federal and state government regulations and is “certified” to provide services under the Medicare program.

This type of home care agency provides directly or arranges for the following services:

- Intermittent skilled nursing
- Home health aide
- Physical therapy
- Occupational therapy
- Speech therapy
- Medical supplies
- Medical social work

DATAHR HOME HEALTH CARE (Special needs) 800-464-9797 extension 222
EVERCARE AT HOME 855-485-6697
HEALTH QUEST HOME CARE 845-471-4243
MIDHUDSON REGIONAL CERTIFIED HOME HEALTH SERVICES 845-483-5550
TLCN HOME CARE 845-235-8264
VNS WESTCHESTER 888-367-8679 845-278-2550
WILLCARE (Special needs) 845-561-3655

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Dutchess County Office for the Aging

Senior Friendship Centers
Home Delivered Meals
Continuing Care
Nutrition Education
Summer Senior Picnics
Nutrition Counseling
Caregiver Support
NY Connects
Case Management
Nursing Home Information
Benefit & Entitlement Counseling
Information, Referral & Advocacy
Health Insurance Counseling & Assistance
Legal Assistance
Housing Information
Home Energy Assistance
Medical Transportation
Volunteer Opportunities
Brain Games
Physical & Mental Fitness Programs
Grandparents Raising Grandchildren Help
A Matter of Balance
Successful Aging presentations

The Dutchess County Office for the Aging is a County Agency funded under Title III of the U.S. Older Americans Act, the New York State Office for the Aging, and the County of Dutchess. The Office for the Aging denies no person access to service or employment based on age, race, national origin, creed, religion, marital status, sexual orientation, and/or disability.