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 sub-contracted 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, Dutchess NY Connects, can provide information and assistance on home care and also on other community services which may be available. For information call 486-2555.
**HOME CARE IN DUTCHESS COUNTY**

Agencies providing “hands on” personal care or skilled services must be licensed by the NYS Dept. of Health. Dutchess County makes no provisions or guarantees regarding the fitness, character or ability to perform of the agencies listed in this brochure. 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.

A & T HEALTH CARE      561-7900 / 331-7868
ACCENT CARE       473-7444
ALWAYS THERE       339-6683
ANYTIME HOME CARE       485-2666 / 565-1212
GOLDEN CARE (LHCSA)    462-4000
HOME HEALTH CARE & COMPANIONS  454-3778 / 331-1966
HEALTH QUEST HOME CARE    471-4243
PREMIER HOME HEALTH CARE SERVICES, INC  214-0870
MIDHUDSON REGIONAL LICENSED HOME CARE  483-5551
UNLIMITED CARE, INC.  473-5900 / 876-1976
WILLCARE       635-1277 / 331-3970

**COMPANION SERVICES**

PREMIER HOME HEALTH CARE SERVICE, INC COMPANION SERVICE  214-0870
LEND A FRIEND (Willcare)       342-1661
MID HUDSON REGIONAL HOME CARE (Caregivers at Your Service)  483-5551

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Dutchess County Office for the Aging
(845) 486-2555 or toll free at (866) 486-2555
www.dutchessny.gov
HOME CARE IN 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

EVERCARE AT HOME 855-485-6697
HEALTH QUEST HOME CARE 471-4243
MIDHUDSON REGIONAL CERTIFIED HOME HEALTH SERVICES 483-5550
DATAHR HOME HEALTH CARE (Special needs) 800-464-9797
VNS WESTCHESTER 888-367-8679
WILLCARE (Special needs) 561-3655
Dutchess County
Office for the Aging

Senior Friendship Centers
Home Delivered Meals
Nutrition Education
Summer Socials
Nutrition Counseling
Caregiver Support
DUTCHESS NY Connects
Case Management
Ombudsman Program
Nursing Home Information
Benefit & Entitlement Counseling
Information, Referral & Advocacy
Health Insurance Counseling & Assistance
Reverse Mortgage Counseling
Legal Assistance
Housing Information
Home Energy Assistance
Senior I.D. Cards
Medical Transportation
Volunteer Opportunities
Brain Games
Physical & Mental Fitness Programs
Grandparents Raising Grandchildren

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