



Selecting a Homecare Agency – A Checklist.

We'll help you ask the right questions and check references that will give you the information that you need when making a decision regarding homecare agencies.

For many, the thought of choosing a homecare service isn't a high priority. However, when faced with an illness, injury or the need for surgery, making such a decision becomes much more important. Given the situation, the decision may need to be made quickly, with very little information being available.

The following list will help you focus on the things that matter most, and that will ensure that you or your loved one receives the best care and outcome available.

- How long has the agency been in business?
- Is the agency licensed by the state?
- What are the services provided?
- Can the agency begin providing services immediately? If not, what is the wait time? Is there 24/7 service?
- How is the staff screened and trained?
- What insurance does the agency accept?
- Is the agency certified to be paid by Medicare and Medicaid?
- Does the agency provide a comprehensive Plan of Care for each patient?
- How often do caregivers communicate with physicians? Family members?
- What is the quality rating of the agency?
- Are they affiliated with any other organizations?

Covenant Home Care – The Right Choice

How long has the agency been in business? We've been serving Berks and Schuylkill Counties for more than 30 years. As one of the oldest faith based home care organizations in the area, our trusted, skilled team provides the services you need to recover from an illness, surgery, or to manage a chronic disease.

- Is the agency licensed by the state?** Covenant Home Care is licensed by the Pennsylvania Department of Health and is an active member of Pennsylvania Homecare Association.
- What are the services provided?** We offer skilled nursing, hospice and palliative care, speech language therapy, medical social services, nutritional/dietician assistance, physical therapy, occupational therapy, certified home health aides and private duty nursing.
- Can the agency begin providing services immediately? If not, what is the wait time?** Once a referral is made and services are accepted, Covenant Home Care is prepared to begin care. The referral process is streamlined so that patient's don't have to wait to receive the care that they need. We also provide RN access 24/7 as an added level of support.
- How is the staff screened and trained?** Ongoing training is provided to the clinical staff, keeping them abreast of the latest and best treatment options available. Each employee undergoes a criminal background check to ensure the safety of our patients.
- What insurance does the agency accept?** Covenant Home Care accepts payment for services from Medicare, Medicaid, Worker's Compensation, most private insurance policies and private payment from clients.
- Is the agency certified to be paid by Medicare and Medicaid?** Yes, we participate in both programs.
- Does the agency provide a comprehensive Plan of Care for each patient?** The Covenant Home Care team works with you, your doctors, family members and spiritual counselor to design and develop the best approach to help quickly regain your health and autonomy.
- How often do caregivers communicate with physicians? Family members?** We act as the hub of communication for all involved in the Plan of Care, communicating the right information at the right time in order to achieve optimal outcomes.
- What is the quality rating of the agency?** Our quality ratings are among the best in the region. But, don't take our word for it. Visit www.medicare.gov/HHCompare to access the information you need to learn just how well we care for our patients.
- Are they affiliated with any other organizations?** Covenant Home Care is affiliated with St. Joseph's Medical Center and the Diocese of Allentown.



COVENANT HOME CARE
www.covenanthc.org



Bringing comfort care home.

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One number for all of your homecare needs.