



Finding your way through a health care maze when caring for an older adult:

When you need to go to Urgent Care or the Emergency Room for a health issue, you don't know where you might have to go next to get the appropriate care. You may have to spend time in the hospital, from there going to a transitional care facility for a bit, before going to an assisted living facility or back home, with additional outside care requirements.

Every time you experience a change in a care facility or with an outside care provider:

Have the following up-to-date information ready - to easily share with each change in care:

1. My emergency contacts' names, phone numbers, email addresses.
2. My Medicare, medical assistance and private medical insurance information.
3. A list of my current medications and dosages.

Ask the following questions with each change in care:

4. What are my options for modes of transportation, their schedules, and the associated costs for each?
5. What's my expected length of stay, and what medical qualifications will I need to meet for release?
6. Who's my assigned social worker or advocate responsible for the completion of the evaluation, approving the release paperwork and sending it to the provider assigned to my next stage of care?
7. Can I get an updated list of my medications and dosages upon leaving?
8. Can I have a copy of the evaluation by the current caregiver that's forwarded to the next caregiver?
9. Can I get a confirmation of my release, including any pending issues or requirements?
10. Can I get a copy of the suggested treatment plan (including home care requirements)?
11. Who do I contact if I have questions or concerns? What is their contact info?
12. Who do I contact if I have an issue with any of the above requests? What is their contact information?

Content is based on author's personal experience and research and does not necessarily reflect the official policy or position of Loaves & Fishes.



What if you need to hire a caregiver? Questions to ask:

1. Contact Name, Phone, Email
2. \$ cost/hour; \$ cost/day (#hours); Minimum # hours required daily
3. Licensed? Bonded/Insured?
4. Citizen or legal green card to work in US?
5. Salary paid by whom? Patient or an agency? With a check? In cash? How often?
6. Payroll taxes paid by whom?
7. Minimum previous work experience required?
8. Experience caring for patients diagnosed with a form of dementia?
9. Trained to work with dementia patients?
10. Provide care for incontinence?
11. Provide care with bathing?
12. Handle household chores such as: Laundry? Cooking? Grocery shopping? Cleaning bathrooms? Dusting? Vacuuming?
13. Experience with checking vital signs and monitoring chronic illness?
14. What happens if "no show" or "on vacation? Who covers?
15. Responsible for patient transportation?
16. What mode of care management reporting is used (phone, email, how often)?
17. How is verification of care provided (camera footage, signed logs, reports & invoices)?
18. What are the contractual requirements?

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