

What You Need to Know When Hiring a Geriatric Care Manager*

What services do you provide?

- Assessment and evaluation? _____
- Written plan for services? _____
- Coordination of services? _____
- Regular monitoring? _____
- Follow-up? _____
- Routine reporting to family? _____
- If providing routine monitoring, how frequently do you visit the care recipient? _____
How long are the visits? _____
- Others? _____

What other professionals do you consult with or have working for you? _____

How do you supervise others working for you? _____

How do you monitor the quality of the services you provide? _____

What degrees and qualifications do you have? _____



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To which organizations do you belong?

- American Society on Aging?
- Gerontological Society of America?
- National Association of Professional Geriatric Care Managers?
- National Association of Social Workers?
- National Council on Aging?
- Others? _____

What are your fees?

- For initial assessment? _____
- Ongoing hourly or retainer fee? _____
- What additional fees are there? _____
- Are there any discounts or reduced fees available, if necessary? _____
- How often do you bill? _____

Are you available to begin services now? Yes No **If not, how long is the waiting list?** _____

Are you available outside of business hours if needed? Yes No

Do you have a backup care manager when you are not available? Yes No

When an emergency occurs, what is your procedure? _____

What do you consider an emergency or crisis? _____

Does this care manager appear interested in meeting the needs of my loved one? Yes No

Does the care manager appear knowledgeable about the services available in the area my loved one lives? Yes No

Did the care manager return calls promptly? Yes No

Do you feel you could work well with this person? Yes No

Do you feel you can trust this person with sensitive and confidential information? Yes No

**Source: AssistGuide Information Services – An independent online resource serving the caregiver community.*