

## **Questions to Ask When Choosing A Health Care Provider**

### **A sense of community...**

- How long has the provider been in business?
- How long have they been serving your community?
- Does the provider have contacts to the community supports in your area? Can they help you access those community supports?
- Does the provider participate on local committees, take part in charitable events, and foster opportunities for its staff to network in the community?

### **Professional standards that support quality care and services...**

- Is the provider accredited by Accreditation Canada?
- What are the hiring standards and practices? Are background and reference checks and criminal checks done prior to hiring?
- What is the orientation process for new staff?
- Do staff have 24-hour access to clinical advice and support at all times?
- What are the qualifications of the individuals who provide the care and services you are interested in?
- Are staff encouraged to seek out yearly certification from and to belong to their professional colleges?
- Does the provider provide ongoing training and otherwise support the continuing education of their staff?
- Are staff encouraged to participate in research studies so that they are aware of the latest advances in professional techniques and ways of delivering service?

### **A commitment to customer service...**

- Does the provider offer literature explaining its services, eligibility requirements, fees and funding sources?
- Do they offer the services that you need, 24 hours a day, seven days a week? Are they willing to discuss accommodating special needs?
- Are you treated with respect when inquiring about available care and services, or booking an in-home assessment?



- Who can you contact if you have questions or concerns? How does the provider follow up on and resolve problems?
- How does the provider ensure the confidentiality of health information for you or your family?
- Can they accommodate your special language requirements?
- Are they sensitive to your cultural values and beliefs?

### **Customized care plans to ensure your unique needs are met...**

- Do registered professional staff conduct the in-home assessment?
- Will you, your doctor and your family be consulted when developing the care plan?
- How does the provider tailor the care plan to the needs and preferences of you and your family?
- How is the care plan communicated to you and your family?
- How are changes to the care plan implemented and communicated to you and your family?
- How many different individuals will provide care and services to you/your loved one?
- How does the provider ensure that the care and services provided are of exceptional quality?
- Are supervisors assigned to monitor each care plan?
- Can you request changes to your care plan, preferred delivery times or caregiver whenever you feel it necessary?
- Are staff provided with expert clinical support 24 hours a day, seven days a week?

### **Easy-to-understand information about costs and payment options...**

- What are the costs for each service?
- Are fees standardized?
- Are they in line with what other providers charge for the same service?
- How will you be billed? Will all costs and payment options associated with your care plan be consistently explained and outlined on your bill?