

# Make Sure You Choose Smart!

Use these in important criteria, in conjunction with the Choose Smart guide, to help when choosing your home healthcare provider.

Important Criteria	QHS	Other Provider1	Other Provider 2	Other Provider 3
<b>1. Past Client Referrals</b> – Are they able to readily furnish you with a list of previous clients who can tell you about their experiences with their services?	✓			
<b>2. Complete Satisfaction Plan</b> – Do they have a satisfaction plan in place that includes provisions to quickly replace a caregiver who’s not working out?	✓			
<b>3. Caregiver Hiring Process</b> – How SMART is their hiring process? Do they thoroughly screen each of their potential caregivers to ensure that you will be completely satisfied and safe in your home?	✓			
<b>4. Staff Availability</b> – Is there a LIVE person (not an answering service) available to you 24 hours a day, EVERY day of the week?	✓			
<b>5. Turnaround Time</b> – How quickly can they begin your services? Are they able to get a caregiver to you within 24 hours after you inquiry?	✓			
<b>6. Affordability / Payment Options</b> – Are they affordable? Do they fit in your budget? Are they able to take different forms of payment including check, credit cards, and insurance?	✓			
<b>7. Reputation</b> – Are they well established in the community with an outstanding reputation? Have they been in business long enough to gain the experience required to serve your needs?	✓			
<b>8. Customer Service</b> – Is the staff cordial, attentive and really seeking to assess your needs properly so that you are set up for exactly the service you need- no more, no less?	✓			
<b>9. Free TRIAL</b> – Are you able to try their services before making a full commitment to using this provider?	✓			
<b>10. Licensing / Insurance</b> – Are they licensed, bonded and insured? Do they cover their caregivers with Liability and Worker’s Compensation Insurance for their caregivers?	✓			

**Be certain the provider you choose meets all of these criteria, as they are crucial to having a successful care giving experience.**