

## Questions consumers should ask in selecting an In-home Care Agency

### Advice from an Expert

*“Go for experience. Find a home care agency that has worked in this specific area. ... Having the assistance of a skilled organization that can deal with the many problems inherent in this work is invaluable.”*

Dr. Mark S. Lachs suggestion in the October 2003 Prevention Magazine

#### 1 What am I getting for my money?

No Worries is a Comprehensive In-home Care Agency with services ranging from non-medical to complex care to end-of-life care including Medication Administration. No Worries adopted the National Private Duty Association's three standardized Skill Levels for Caregivers and developed a fourth Skills Level for caregivers who have worked medically complicated clients. 10 hours Instruction and Skills Testing that all caregivers successfully complete prior to hire.

- ♥ Personal Care
- ♥ Complex Care
- ♥ SharingCare
- ♥ Non-Medical Care
- ♥ Foot Care



#### 2 How long have you been in business?

No Worries has been in business since 1997 and has a large staff of caregivers and 11 Administrative staff, including 5 nurses.

#### 3 Who Supervises the caregivers?

No Worries has 5 Registered Nurses who train and supervise the care of all clients.

#### 4 Is a Supervisor available 24 hours a day if the client or staff has a question or problem?

After hours your call goes directly to a Scheduling Coordinator. A Registered Nurse is also on call after hours.

#### 5 Do you do drug screens and criminal checks on all employees?

Yes, No Worries values your safety.

#### 6 How are services set up?

At no charge, a Registered Nurse will visit you to talk to you about your needs and develops a goal directed plan of care. Sometimes services are needed immediately and because No Worries is a large Agency, care can usually be started within a matter of hours. After meeting with you, the Nurse returns to the office and meets with the Staffing Coordinators and the appropriate caregiver(s) are selected. The Nurse collaborates with the Doctor, Discharge Planner and anyone else involved in the care and then puts together a Home Care Notebook specific to the client with 8 sections for professionally organized care. Sections include; Plan of Care, Medication Forms, Charting Notes, Flow Sheets, Nutrition Sheets, etc. The Nurse then meets the caregiver at the client's residence and introduces the caregiver and orients them to the Plan of Care and your needs. We care enough to do things right.

**7 What happens when a caregiver calls in sick?**

No Worries is dependable and will provide a fill-in caregiver until the regular caregiver is well.

**8 What happens if a caregiver is injured on the job?**

No Worries has worker's compensation coverage through SAIF Corporation.

**9 Does the Agency have an In-home Care License, bonding, and insurance?**

No Worries is Bonded, Insured, and Licensed by the Health Division of Oregon. Melinda Reed RN, the owner of No Worries, helped to write the Rules for Licensure and helped train other agencies in how to follow the Rules in presentations around the State.

**10 What level of licensure does the Agency have?**

The Oregon Health Authority has proposed a classification system for In-home Care Agencies that will help consumers understand what level of care they can expect to receive from different In-home Care Agencies. This will be of great benefit to consumers and here is an example to show why. On Christmas Eve 2011, No Worries was urgently called to provide care to a Hospice Client who had a basic In-home Care Agency providing care. The client's loved one now needed Morphine administration and the basic company could not provide those services. No Worries sent a nurse right out to set up care. The distress to this family could have been avoided by their knowing what to expect from the In-home Care Agency they had selected.

Classifications of In-home Care Agencies by the Oregon Health Authority				
	Limited License	Basic License	Intermediate License	Comprehensive License
Services Provided	Personal Services + Medication Reminders	Personal Services + Medication Reminders + Medication Assistance	Personal Services + Medication Reminders + Medication Assistance + Medication Administration	Personal Services + Medication Reminders + Medication Assistance + Medication Administration + Nursing Services
Caregiver Training Required	Minimal	Partial	Yes Complete Medication Training	Yes Complete Medication Training
Trainer Requirement	None	Qualified Individual	Qualified Individual	Qualified Individual
Nurse Required	No	No	Yes	Yes

**The CARE you need by people who CARE**

**503.641.4949**

