

Choosing a Home Care Agency

Questions to ask before you let anyone into your home



1ST ACUVENAS
CASE MANAGEMENT

In Georgia, agencies that provide nursing, personal care, or companion and sitter services in the home must be licensed by the Department of Community Health (DCH). Use this guide to compare agencies side by side.

Questions to ask every agency

QUESTION	AGENCY A	AGENCY B	AGENCY C
Are you licensed by Georgia DCH? May I see the license number?			
Do you run criminal background checks on every caregiver?			
What training do caregivers receive? Who supervises them?			
Are caregivers your employees or independent contractors?			
What happens if our caregiver is sick or a no-show?			
What is the hourly rate? Is there a minimum number of hours?			
Are there extra fees (nights, weekends, holidays, mileage)?			
Do you carry liability insurance and bonding?			
How are complaints handled? Who do we call after hours?			
Is there a written care plan, and how often is it reviewed?			

Red flags

- ☐ Will not provide a license number or proof of insurance
- ☐ Pressure to sign today or pay a large amount upfront
- ☐ No written agreement, or an agreement you are not allowed to take home and read

Want a second opinion? A care coordinator can help you compare options and questions. We disclose any business relationship with any agency we mention, and we do not accept referral fees.



Need help with the next step? Book a free 15-minute Next-Step Call.

470-206-8648 · admin@1stacuenascm.com · 1stacuenascm.com

For general education only. Not medical, legal, or financial advice. In an emergency, call 911.