

# Choosing Top-of-the-Line Home Health Care

These days, home health agencies are numerous; it's hard to know what you are getting when you randomly pick a phone number from a list. Below, you will find a few questions to guide you in your search for an agency that will provide the best of care and customer service.

**What kind of license do you have?** *If you need personal care such as assistance with showering, dressing, toileting, or ambulating, the best choice is a licensed home health care agency. The extra regulations that govern licensed home health agencies help ensure that you receive the highest quality of care.*

**How long have you been in business?** *Long term success and service to the community are good indications of a company that you can depend on. Make sure you are not dealing with a fly-by-night company. Champion is celebrating its 15<sup>th</sup> year!*

**What type of office staff and hours do you have?** *Many agencies are run solely by the owners. This makes it impossible for support to be available at all times. Full-time office staff should be available during office hours and a real person should answer the phone after hours. If you typically reach an answering machine when you call, you may be working with a company that only has a "shell" for an office, and no staff to provide management and supervision.*

**Do you have a website?** *You can get a good feel for an agency through their website, as well as*

*valuable information like credentials, references, and specialties. Champion's website also contains articles with free, helpful expert advice!*

**Is your agency near me?** *With cell phones, call forwarding, 800 numbers, etc., it's difficult to be*

*certain where a company is located merely by looking at the phone number. A local agency will hire local caregivers, which will make a huge difference in staffing capabilities and driving familiarity.*

**Will you bill my insurance directly?** *A company that is willing to bill your long term care insurance directly and wait for the payment will more likely be an established business, as opposed to a company that requires you to pay up front and be reimbursed by your insurance.*

When you are in need of assistance, settle for nothing less than a professionally operated agency with staff members who are experienced in the healthcare field and willing to go the extra mile to meet your needs.

*Renee Risnear is Director of Operations for Champion Home Health Care.*

*Champion Home Health Care provides well trained, personable and reliable caregivers to individuals needing home health care as well as to those institutions requiring medical staffing. Our services enhance the individual's quality of life and maintain the person's independence by allowing the client to remain in the comfort of his/her own home.*

*You are welcome to share your thoughts or concerns with Kim Champion via e-mail, [kim@championhome.com](mailto:kim@championhome.com).*

*Call for further information (561) 347-0440 (Boca Raton); (800) 330-4125 (West Palm Beach, Ft. Lauderdale, Tequesta); or fax (561) 347-1142. ([www.championhome.com](http://www.championhome.com))*



**Renee Risnear**