

## Tips for Selecting a Home Health Care Agency

### **How long has the agency been serving the local community?**

### **What kind of services does the agency provide?**

Know what kind of services you require from the caregiver. Do you require medical services? Are you looking for a caregiver to perform non-medical tasks, such as personal care, cooking, light housekeeping, or transportation? The cost of a non-medical caregiver is much lower than that of a nurse or therapist.

### **If you require specialized medical care, is the caregiver licensed to perform it?**

Do you require a Registered Nurse, a Social Worker, insulin injections, physical therapy?

### **Does the agency supply patients with a "Patients Bill of Rights?"**

This is a document that outlines the rights and responsibilities of the providers, patients, and caregivers alike.

### **What hours and days are the caregivers available?**

Can caregivers be available for the time that you need them (live-in, overnight)? How often do they switch shifts?

### **What is the price of the services that you require?**

Prices for caregivers can vary depending on the services you need for your loved one. They can also vary depending on the time that you ask them to be there and if they are live-in. They also may have another rate if they are caring for a couple in the same home.

### **Is there anything required of you for live-in care?**

If a caregiver has a 24-hour shift, the agency might require that a bed be provided for the caregiver or a place for his or her things.

### **What kind of payment does the agency accept?**

Do they accept long-term care insurance, Medicare, Medicaid, or private pay?

### **Is the agency certified by Medicare?**

A Medicare- certified home care agency is one that can provide Medicare and some Medicaid home health services. The Centers for Medicare and Medicaid has more quality measures and other information at [www.medicare.gov](http://www.medicare.gov) on the web or call 1.800.Medicare (1.800.633.4227).

### **Is the agency licensed by the state? Is the agency accredited?**

Accreditation is currently voluntary and it signifies that the agency has met national industry standards. Agencies may be accredited by the Community Health Accreditation Program and/or the Joint Commission on Accreditation of Healthcare Organizations.

### **How does the agency select and train its employees?**

Does the agency conduct background checks and check references? Does it have personnel policies and malpractice insurance? Are they bonded? (Bonded means that you will be covered if the caregiver breaks or steals something.)

**Do you provide training in dementia for your caretakers?**

Are the caretakers knowledgeable about the disease and ready to manage issues that may arise?

**Are the healthcare workers the agency's employees or independent contractors?**

Some agencies function more like job referral services. In this case, you might be required to do more paperwork and supervision.

**Do the agency's nurses or staff provide an initial consultation to assess the patient's needs?**

The agency needs to assess the patient and make sure that they can meet his or her needs.

**Can you interview the candidates and be involved in the selection of your caregiver?**

Agencies differ on how they select a caregiver for a home. It might depend on your needs and the skills that their caregivers have. However, you might be able to be involved in the selection of your caregiver, so ask if it is possible.

**How quickly can the company fill a case and how good is its follow up?**

If you are unhappy with the caregiver who has been referred, will the company find out why and make a sincere effort to find a more appropriate match? How often is the family contacted for condition updates and client satisfaction? How frequent, after the initial sign-up, is the client assessed to ensure proper and necessary care is being provided. Whom can you call with questions or concerns?

**Is there a Registered Nurse on staff at the agency to support and supervise the caregivers?**

Is there a Nurse available to make house calls or support the caregivers if your loved ones vitals need to be checked or if questions arise?

**How does the agency handle a worker's sick days and vacation days?**

Is the agency responsible for communicating with you in these situations and will they automatically find a replacement?

**Is the patient's course of treatment documented, detailing the specific tasks to be carried out by each professional caregiver? Is a copy of this plan given to the patient and his/her family member(s) and updated as changes occur?**

**Does the agency ensure communication between the caregiver and family about the patient's state?**

**What procedures are in place to handle emergencies?**

This is not a referral list. The Alzheimer's Association does not endorse any person, organization or facility listed. Inclusion or exclusion is not an indication of approval or disapproval.

Provider (Name, Address, Phone Number)	Counties or Areas Served	Other Languages	Bonded	Insured
<b>A Caring Solution Home Health Care Services LLC</b> 2005 Old May Court College Station, TX 77845 (979) 690- 8399				
<b>A Pineywoods Home Health Care Inc</b> 1405 Avenue M Suite A Huntsville, TX 77340 (936) 436- 0300	Based in Walker County			
<b>A&amp;A Home Health Services, Inc.</b> 7100 Regency Square, Suite 262 Houston, TX 77036 (713) 783-8803 <a href="http://www.aahomehealth.com">www.aahomehealth.com</a>	Brazoria, Waller, Montgomery, Harris, Fort Bend	Spanish	Yes	Yes
<b>Advocates for the Independent</b> 12827 Pheasant Lake Court Houston, TX 77041 (713) 609-9908 <a href="http://www.advocatesfortheindependent.com">www.advocatesfortheindependent.com</a>	Brazoria, Fort Bend, Galveston, Harris, Jefferson, Waller	Spanish	Yes	Yes
<b>Always Best Care Senior Services</b> 26119 I-45, Suite 205, Spring, TX 77380 (713) 332-0839	Woodlands, Spring			
<b>Always Best Care Senior Services</b> 6906 Spring Run Lane, Katy, TX 77494 (281) 392-1ABC (1222) Office <a href="http://www.alwaysbestcarefortbend.com">www.alwaysbestcarefortbend.com</a>	Harris, Katy		Yes	Yes
<b>Always Best Care Senior Services</b> 9225 Katy Frwy , Ste 112 Houston ,TX 77024 (832) 460-2000 <a href="http://www.alwaysbestcarehouston.com">www.alwaysbestcarehouston.com</a>	Harris, Brazoria		Yes	Yes
<b>AMA Home Care Inc</b> 348 Stone Hill Drive Brenham, TX 77833 (979) 830- 8383	Based in Washington County			
<b>Ambassadors Caregivers</b> 2118 Oakdale St. Houston, TX 77004 (713) 436-4175 <a href="http://www.ambassadorscare.com">www.ambassadorscare.com</a>	Harris, Montgomery, Galveston, Brazoria, Fort Bend	Spanish	Yes	Yes

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<b>Amedisys Home Health of Conroe</b> 2255 North Loop 336 West, Ste. A Conroe, TX 77304 (936) 756-4845 www.amedisys.com/homehealth.htm	Montgomery, Walker		Yes	Yes
<b>Amedisys Home Health Of North Houston</b> 521 Interstate 45 South Suite #8 Huntsville, TX 77340 (936) 291- 1979	Based in Walker County			
<b>Anointed Touch Home Health Agency</b> 1105 West Washington Avenue Navasota, TX 77868 (936) 870- 3311	Based in Grimes			
<b>At Your Side Home Care</b> 2600 S. Gessner Road, Suite 305 Houston, TX 77063 (713) 337-1133 www.Houston-Homecare.com	West and North Central Houston	Spanish	Yes	Yes
<b>Brazos Valley Home Health Services</b> 3900 S HWY 6 #109 B College Station, TX 77845 (979) 485- 8252				
<b>C &amp; S Healthcare Services, Inc.</b> 15430 Ridge Park Drive Houston, TX 77095 (281) 550-3665	Harris, Fort Bend, Montgomery, Waller, Wharton, Austin	Spanish	Yes	Yes
<b>Cameo Caregivers</b> 110 Cypress Station Houston, TX 77090 (281) 893-7272 www.cameocaregivers.com	Harris and Montgomery	Spanish	Yes	Yes
<b>Cameo Caregivers</b> 16000 Barkers Point Lane, Ste. 220 Houston, TX 77079 (281) 579-8181 www.cameocaregivers.com	Harris, Fort Bend, Waller, Austin, Colorado		Yes	Yes
<b>Cameo Caregivers</b> 7026 Old Katy Road, Ste. 305 Houston, TX 77024 (713) 682-7272 www.cameocaregivers.com	Harris, Walker, Montgomery, San Jacinto, Trinity, Liberty, Polk, Ft. Bend, Matagorda, Galveston, Grimes, Wharton, Austin, Colorado, Brazoria, Chambers, Washington, Waller	Spanish	Yes	Yes
<b>Care Innovations</b> 9801 Westheimer, Ste. 302 Houston, TX 77042 (713) 771 1033 www.careinnovations.net	Harris, Fort Bend	Spanish	Yes	Yes
<b>Care Minders Home Care</b> 1220 West Gray Houston, TX 77019 (713) 426-1102 www.careminders.com	Brazoria, Chambers, Fort Bend, Galveston, Harris, Liberty, Matagorda, Montgomery, Walker, Waller	Spanish, Chinese, Vietnamese	Yes	Yes

<b>Provider (Name, Address, Phone Number)</b>	<b>Counties or Areas Served</b>	<b>Other Languages</b>	<b>Bonded</b>	<b>Insured</b>
<b>Care Temps, LLC</b> 9800 Northwest Freeway, Ste. 300 Houston, TX 77092 (713) 263-9440 www.caretemps.com	Harris, Fort Bend, Brazoria, Galveston, Liberty, Montgomery, Walker, Wharton	Spanish	Yes	Yes
<b>Care Works</b> 12337 Jones Rd., Ste. 200-26 Houston, TX 77070 (832) 237-2273 www.careworks.biz	Harris, Montgomery		Yes	Yes
<b>Caregivers For Seniors, Inc.</b> 12306 Green River Drive Houston, TX 77044 (281) 454-7378	Harris, Ft. Bend, Waller, Polk, Jefferson	Spanish	Yes	Yes
<b>Caring Health Services</b> 2400 Texas Parkway, Ste. 340 Missouri City, TX 77489 (281) 261-8111	Fort Bend, Brazoria, Harris	Spanish	No	Yes
<b>Choice Home Care</b> 3201 University Drive East Suite #3 Bryan, TX 77802 (979) 774- 5451				
<b>Comfort Keepers 696</b> 244 Southwest Pkwy East College Station, TX 77840 (979) 764- 3076				
<b>Comfort Keepers of Sugarland TX</b> 14090 SW Freeway, Suite 300 Sugarland, TX 77478 www.comfortkeepers.com/office-871	Fort Bend, Harris		Yes	Yes
<b>Comfort Keepers</b> 17045 El Camino Royal, Ste. 223 Houston, TX 77058 (281) 218-7400	Brazoria, Galveston, Harris, Montgomery		Yes	Yes
<b>Comfort Keepers</b> 244 Southwest Parkway East College Station, TX 77840 (979) 764-3076	Brazos, Grimes, Robertson, Leon, Burleson, Madison	German, Spanish	Yes	Yes
<b>Comfort Keepers® of Katy – West Houston</b> 11211 Katy Freeway, Suite 230 Houston, TX 77079 Office: (281) 978-2600 www.comfortkeepers.com/office-867				
<b>Crestview Home Health Services</b> 2611 East 29th Street Bryan, TX 77802 (979) 776- 5620				
<b>Daniel Jarvis Home Health Agency</b> 4021 29th Ste #104 Bryan, TX 77802 (979) 260- 6941				

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<b>Elderly Home Health Care</b> 8045 Antoine, Ste. 299 Houston, TX 77088 (713) 956-8183	Harris, Montgomery	Spanish	Yes	Yes
<b>Girling Health Care Inc</b> 305 N Park Street Brenham, TX 77833 (979) 836- 4714	Based in Washington County			
<b>Golden Years Homecare Specialists II</b> 305 A East Germania Brenham, TX 77833 (936) 239- 5227	Based in Washington County			
<b>Guardian Healthcare Healthwise</b> 1411 Memorial Drive Bryan, TX 77802 (979) 774- 7770 www.guardmyhealth.com	32 counties including: Brazos, Grimes, Leon, Madison, Montgomery, Robertson, Walker		Yes	Yes
<b>Guardian Healthcare Healthwise</b> 1608 East Main St Suite 115 Madisonville, TX 77864 (936) 348- 6973	32 counties including: Brazos, Grimes, Leon, Madison, Montgomery, Robertson, Walker		Yes	Yes
<b>Guardian Healthcare Healthwise</b> 607 West Brown Street Hearne, TX 77859 (979) 279- 9284	32 counties including: Brazos, Grimes, Leon, Madison, Montgomery, Robertson, Walker		Yes	Yes
<b>Guardian Healthcare Healthwise</b> Served by Bryan office (979) 774-7770 www.guardmyhealth.com	32 counties including: Brazos, Grimes, Leon, Madison, Montgomery, Robertson, Walker		Yes	Yes
<b>Healthquest Home Health Agency</b> 3501 South Texas Avenue Suite #202 Bryan, TX 77802 (979) 846- 7870				
<b>Hearts at Home Senior Care</b> 18855 Serene Water Drive Montgomery, TX 77356 (713) 515-2567	Montgomery, Brazoria, Fort Bend, Harris	Spanish	Yes	Yes
<b>Help, Inc.</b> 127 Circle Way Lake Jackson, TX 77566 (979) 480-0197	Brazoria	Spanish	Yes	Yes
<b>Home Health Care Network</b> 5950 Fairbanks North Houston Road Houston, TX 77040 (713) 783-8049	Harris, Montgomery, Fort Bend	Spanish	Yes	Yes
<b>Home Health Care Of Huntsville</b> 2505 Lake Road Suite 6 Huntsville, TX 77340 (936) 291- 8439	Based in Walker County			
<b>Home Helpers</b> 19901 Southwest Freeway, Ste. 245 Sugarland, TX 77479 (281) 207-5359	all Southeast Texas	Spanish	Yes	Yes

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<b>Home Helpers</b> 2874 Pointe Dr. Dickinson, TX 77539 (281) 235-5052	Harris, Galveston, Brazoria	Spanish	Yes	Yes
<b>Home Instead Senior Care</b> 11201 Richmond Ave., Ste. A110 Houston, TX 77082 (832) 379-4700	Harris, Fort Bend		Yes	Yes
<b>Home Instead Senior Care</b> 14200 Gulf Freeway, Ste. 206 Houston, TX 77034 (281) 484-0200	Galveston, Harris, Brazoria	Limited Spanish	Yes	Yes
<b>Home Instead Senior Care</b> 1908 Greenfield Plaza Bryan, TX 77802 (979) 268- 6880	Brazos, Burleson, Grimes, Madison, Robertson, Washington		Yes	Yes
<b>Home Instead Senior Care</b> 2750 IH-10 East, Ste. 100 Beaumont, TX 77703 (409) 892-7494	Jefferson, Orange, Hardin, Chambers	Spanish	Yes	Yes
<b>Home Instead Senior Care</b> 4200 Westheimer Rd., Ste. 186 Houston, TX 77027 (713) 403-2273	Harris	Spanish	Yes	Yes
<b>Home Instead Senior Care</b> 616 FM 1960 West, Ste. 101 Houston, TX 77090 (281) 440-5160	Harris, Montgomery, Liberty, Waller	Spanish	Yes	Yes
<b>Home Instead Senior Care</b> 8313 Southwest Freeway, Ste. 109 Houston, TX 77074 (713) 774-2215	Harris, Fort Bend, Brazoria		Yes	Yes
<b>HomeWatch Care Givers</b> 1776 Woodstead Court, Ste. 111 Woodlands, TX 77380 (832) 813-0938	Harris, Montgomery	Spanish, Italian,Romanian	Yes	Yes
<b>Hope Personal Assistance Services</b> 9898 Bissonet, Ste. 350 Houston, TX 77036 (713) 995-9296	Harris, Brazoria, Fort Bend, Montgomery, Galveston	Spanish	Yes	Yes
<b>Houston County Home Health Care Inc</b> 205 South Commerce Street Centerville, TX 75833 (903) 536- 3300	Based in Grimes			
<b>Huntsville Memorial Hospital Home Care Agency</b> 116d Medical Park Lane Huntsville, TX 77340 (936) 291- 4343	Based in Walker County			
<b>Interim Healthcare Of Waco</b> 3000 Briarcrest Dr Ste 420 Bryan, TX 77802 (979) 260- 1100				

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<b>Intrepid USA Healthcare Services</b> 1128 North Memorial Freeway, Ste. A Nederland, TX 77627 (409) 722-0515	Jefferson, Hardin, Orange	Spanish	Yes	Yes
<b>Liv Home, Inc.</b> 2900 Weslayan, Ste. 350 Houston, TX 77027 (713) 961-1071	Harris, Fort Bend, Montgomery, Brazoria, Waller, Galveston	Spanish, French, Tagalog	Yes	Yes
<b>Merryman Home Health Inc</b> 100 Decherd St Ste B P O Box 247 Franklin, TX 77856 (979) 828- 1173	Brazos, Burleson, Falls, Grimes, Lee, Leon, Limestone, Madison, Milam, Robertson, Washington		No	Yes
<b>Merryman Home Health Inc</b> Bryan Office: 1713 Broadmoor Ste 402 Bryan, TX 77802 (979) 731- 1329 Franklin Office: 100 W. Decherd, Suites A&B Franklin, TX 77856 (979) 828- 1173	Brazos, Burleson, Falls, Grimes, Lee, Leon, Limestone, Madison, Milam, Robertson, Washington		No	Yes
<b>Never Alone Staffing, LLC</b> 1328 Chardonnay Dr. Houston, TX 77077 (281) 744-8611	Harris, Fort Bend	Spanish	Yes	Yes
<b>Personal Homecare Services</b> 115 North Dixie Dr., Ste. 110 Lake Jackson, TX 77566 (866) 540-7272	Austin, Waller, Harris, Chambers, Jefferson, Colorado, Lavaca, Wharton, Fort Bend, Brazoria, Jackson, Matagorda		Yes	Yes
<b>Prime Health Care</b> 900 12th Street Hempstead, TX 77445 (979) 826-3198	Waller, Washington, Grimes, Austin, Harris	Vietnamese, Philipino	Yes	Yes
<b>Professional Caretakers</b> 50 Briar Hollow Lane, #260E Houston, TX 77027 (713) 840-8246	Harris, Fort Bend, Montgomery	Spanish	Yes	Yes
<b>Pros Home Healthcare</b> 24800 Pitkin, Ste. B Spring, TX 77386 (281) 364-9161	Harris, Montgomery, San Jacinto, Walker	Spanish		Yes
<b>RAM Care, Inc.</b> P. O. Box 941262 Houston, TX 77094-8262 (281) 398-3593 Fax: (713) 569-8965	Houston & Surrounding Communities	Spanish	Yes	Yes
<b>Right at Home, Inc Sugarland</b> 337 Southwestern Blvd Sugarland, TX 77478 (281) 265-2972	Fort Bend		Yes	Yes
<b>Right at Home, Inc</b> 10900 Northwest Freeway, Suite 223 Houston, TX 77092 (713) 290-0331	SW & NW Houston	Vietnamese, Korean, Spanish	Yes	Yes

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<b>Right at Home, Inc</b> 808 Russell Palmer Rd #151 Kingwood, TX 77339 (281) 358-9922	NE Harris, Montgomery, Liberty		Yes	Yes
<b>Right at Home, Inc</b> 8313 Southwest Fwy., Suite 109 Houston, TX 77074 (713) 771-1033	Houston, Harris, Ft. Bend Cos.		Yes	Yes
<b>Right at Home, Inc.</b> 800 Rockmead Drive, Ste. 161 Kingwood, TX 77339 (281) 358-9922	Harris, Montgomery		Yes	Yes
<b>SecureCare PCS, LLC</b> P.O. Box 40392 Houston, TX 77240 (281) 674-4547	Houston and Surrounding Areas		Yes	Yes
<b>Senior Helpers</b> 10039 Bissonnet Houston, TX 77036 (713) 995-5044	Houston & Surrounding Area (not including The Woodlands)	Spanish	Yes	Yes
<b>Senior Helpers</b> 17115 Red Oak Dr., Ste. 114 Houston, TX 77090 (281) 893-8007	Harris, Montgomery	Spanish	Yes	Yes
<b>Serenity Home Health Provider Services</b> 2656 South Loop West, Suite 227 Houston, TX 77054 (713) 665-2992	Harris, Ft. Bend, Brazoria, and Galveston County	Spanish	Yes	Yes
<b>Silverado at Home - Memory Care</b> 13810 Champion Forest, Ste. 147 Houston, TX 77069 (832) 249-9940	50 mile radius (1960 & Champions Forest Area) Harris, Rosenberg, Fort Bend	Spanish	Yes	Yes
<b>Standards Home Health</b> 2701 East 29th St Bryan, TX 77802 (888) 671- 7007				
<b>Synergy Home Care</b> 10701 Corporate Drive, Ste. 186 Stafford, TX 77477 (713) 271-0481	Harris, Fort Bend	Spanish	Yes	Yes
<b>Synergy Home Care</b> 11811 North Freeway, Ste. 615 Houston, TX 77060 (281) 999-2273	Harris	Spanish	Yes	Yes
<b>Synergy Home Care</b> 1225 North Loop West, Suite 216 Houston, TX 77008 (713) 868-6112 Fax: (713) 868-9946	Houston Metro, Harris, Fort Bend, Waller	Spanish	Yes	Yes
<b>Synergy Home Care</b> 2508 West Davis, Ste. 203 Conroe, TX 77304 (936) 441-7760	Montgomery, Harris, Liberty, Walker, Kingwood, Humble area, Atascocita	Case by case basis	Yes	Yes

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<b>Synergy Home Care</b> 2600 S. Shore Blvd., Ste. 300 League City, TX 77573 (281) 535-1979	Galveston, Brazoria, Harris		Yes	Yes
<b>Synergy Home Care</b> 5825 Phelan Blvd., Ste. 106 Beaumont, TX 77706 (409) 861-2000	Jefferson, Orange, Hardin, Jasper, Chambers	Spanish	Yes	Yes
<b>Temporary Home Care, Inc.</b> 8313 Southwest Freeway, Ste. 104 Houston, TX 77074 (713) 271-8800	Harris, Fort Bend	Spanish, Nigerian	Yes	Yes
<b>Texas Home Health Of America</b> 524 West Main Brenham, TX 77833 (979) 830- 0105	Based in Washington County			
<b>Texas Home Health Skilled Services</b> 1605 Rock Prairie Road Suite #206 College Station, TX 77845 (979) 846- 1283				
<b>Texas Home Health Skilled Services</b> 119 C Medical Park Lane Huntsville, TX 77340 (936) 293- 8434	Based in Walker County			
<b>Thrive Home Health Care Inc</b> 505 University Dr East Suite 603 College Station, TX 77840 (979) 846- 1213	Brazos, Burleson, Grimes, Madison, Montgomery, Robertson, Washington		Yes	Yes
<b>Traditions Health Care</b> 1862 Rock Prairie Rd Suite 202 College Station, TX 77845 (979) 822- 5511				
<b>Village Choice Healthcare</b> 1335 Broadway Beaumont, TX 77701 (713) 621-5397, Fax: (409) 830-5751	Harris, Katy, Ft. Bend, Hardin, Galveston Co	Spanish, Vietnamese, Tagalog	Yes	Yes
<b>Village Choice Healthcare, Inc.</b> 2410 Laurel St. Beaumont, TX 77702 (409) 838-5151	Jefferson, Orange, Hardin, Chambers, Liberty, Harris, Fort Bend		No	Yes
<b>Visiting Angels</b> 16516 El Camino Real, #304 Houston, TX 77062 (281) 488-4558, Fax (281) 990-8392	SE Harris Co., Galveston Co	Spanish	Yes	Yes
<b>Visiting Angels</b> 16940 Highway 3 Webster, TX 77598 (832) 632-2273	Harris, Galveston, Brazoria	Spanish	Yes	Yes
<b>Visiting Angels</b> 1908 N. Memorial Way Houston, TX 77007 (713) 864-7388	Harris	Spanish	Yes	Yes

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<b>Visiting Angels</b> 19901 Southwest Freeway, Ste. 104 Sugarland, TX 77479 (281) 207-1259	Fort Bend, Harris	Spanish	Yes	Yes
<b>Visiting Angels</b> 32815 Tamina Rd., Ste. A Magnolia, TX 77354 (281) 356-2827	Harris, Montgomery	Spanish, German	Yes	Yes
<b>Visiting Angels</b> 510 Second Street Humble, TX 77338 (281) 812-1530	Humble area, N. Harris Co., Montgomery		Yes	Yes
<b>Wright Choice Home Health</b> 1114 Sam Houston Avenue Huntsville, TX 77340 (936) 436- 1115	Based in Walker County			