



EVERGREEN
In-Home Care Services

**Care for loved ones.
Comfort for all.**

243 SW Scalehouse Loop / Suite 3A / Bend, OR 97702
(541) 389-0006 ph / (541) 389-0906 fx / www.evergreeninhome.com

DATE

In-Home Care Questionnaire page 1 of 3 pages

At Evergreen, we understand choosing the right in-home care agency can be baffling. This questionnaire addresses some of the important questions to ask. We hope the answers will help you to make an informed, confident decision.



QUESTION / EVERGREEN RESPONSE	AGENCY / CONTACT INFO	NOTES
<p>How do I determine which in-home care services I need?</p> <p><i>Evergreen conducts an initial in-home evaluation for potential clients. From there, our administrative staff provides a full assessment and develops a care plan to determine which of our services are appropriate for your specific needs.</i></p>		
<p>How much do your services cost and how are they covered?</p> <p><i>Our costs vary depending on the type and amount of services you require. We provide a detailed explanation of all our fees in advance and an itemized statement each month. We're also happy to assist you in filling out insurance claims. Since Medicare pays only for "skilled" home health services (such as nursing, occupational therapists and physical therapists) on an intermittent basis, it does not cover our services. However, many of them are paid for by private insurance, long-term care policies, Worker's Compensation and Veterans Administration.</i></p>		
<p>Do you have a minimum number number of hours of service?</p> <p><i>While most providers have a three or four hour minimum, we require only a two-hour minimum. In some situations, we can be flexible and lower the minimum to accommodate specific needs of the client.</i></p>		



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<p>Do you charge extra for nights, weekends and holidays?</p> <p><i>Evergreen does not charge an additional fee for nights and weekends. We charge time-and-a-half for the following holidays: New Year's Day, Easter Sunday, Memorial Day, Fourth of July, Labor Day, Thanksgiving and Christmas.</i></p>		
<p>What kind of certification does your agency have?</p> <p><i>Evergreen is licensed by the Oregon Health Authority, Public Health Division as a level four Comprehensive In-Home Care Agency. In accordance with this annual licensure, we are required to comply with Oregon Administrative Rules that are specific to in-home care agencies. A Comprehensive agency provides personal care services that may include medication reminding, medication assistance, medication administration and nursing services.</i></p>		
<p>How does Evergreen select their employees?</p> <p><i>Evergreen hires only the highest quality of staff. All employees are extensively interviewed and screened prior to hire and we are required by law to perform state and national criminal background checks on all potential employees. Past work history and references are thoroughly checked with previous employers and supervisors. Upon hire, drug and alcohol testing is performed on all employees. Random screening is performed thereafter. We set and maintain high standards and expect the same of our employees to ensure the finest and most consistent home care services.</i></p>		



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<p>Is your staff bonded and insured?</p> <p><i>Yes. All employees are bonded and fully insured by Worker's Compensation insurance and professional liability insurance.</i></p>		
<p>How important is having consistent caregivers?</p> <p><i>Extremely important. Having your blood pressure taken each day or sharing your concerns about aging is much easier when you're with a friendly, familiar face, instead of a total stranger. More importantly, a consistent caregiver can recognize changes in your health or behavior almost immediately and adapt to them quickly. Of course, providing a consistent caregiver is much easier for us because most of our staff have been with us for over ten years. Some as long as 30 years.</i></p>		
<p>How does Evergreen ensure my confidentiality and privacy?</p> <p><i>Evergreen values and respects the confidentiality and privacy of our clients. All personal facts and circumstances obtained about our clients are treated as privileged communication. Information is held confidential and is not divulged without prior written consent of the client, his or her attorney, or responsible guardian.</i></p>		