

Frequently Asked Questions

What is home care?

Home care provides seniors and the disabled with one-on-one assistance in the privacy of their own home. This enables them to live independently and maintain their quality of life. The personal attention seniors receive from home care services has been proven to vastly improve their safety, overall health and happiness.

How long has At Home Personal Care been in business?

We have been operating for over 10 years. Our staff comes from a variety of backgrounds including Nursing, Business, Finance, Healthcare, Marketing, and Client Service.

What qualifications, certifications, experience and training do you require of your caregivers?

All of our employee's credentials are investigated. We conduct a background check including criminal and civil, reference check, finger print clearance card, driving record, and detailed interview process. We require our employees to have 2 years minimum experience.

Are your employees insured and bonded?

For your protection, every caregiver is an employee of AHPC and is insured and bonded.

How do you supervise your workers to make sure the proper care is given?

We conduct regular, unannounced supervisory checks on all caregivers and maintain close contact with all of our employees.

Will the same employee continue with my case?

Continuity of care with the same employee is important to us as it is you. With the exception of sick time, time off, or emergencies, you will always receive the same caregiver. We offer a 100% caregiver compatibility guarantee and if you are not satisfied, we work diligently to make sure you are.

Can you give me some references from doctors, hospital personnel or social workers?

We come highly referred within our industry of healthcare professionals and would be happy to provide you with a list of references at your request.

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214.540.7205

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Do you put caregivers in places besides seniors' homes?

Yes. We can visit seniors anywhere they need care. During hospital stays, we can provide round-the-clock companionship and monitoring for safety. Many residents of independent living communities also hire our caregivers to provide the personal one-to-one attention they need. We can even accompany seniors while they are on vacation for a short period of time.

Does insurance cover the cost?

Medicare and other health care insurance does not cover home care costs. However, if you have a long term care policy, we can review your policy and help process your claim for you. We may also qualify for the VA Veterans Aid and Attendance Benefit. Please contact us for information.

Do you provide short term care?

Yes. We can provide care for one hour, one day, one week, and so on.

How soon can we start service?

Once the assessment has been performed, we strive to staff cases within 24-48 hours. Our free assessment can be performed within 24 hours of inquiry, even on weekends. We can also provide assessments while your loved one is still in the hospital in order to coordinate care prior to discharge.

What if the client gets ill or injures themselves and goes into the hospital? Do you still bill us?

No, we do not bill you. Our services are temporary "put on hold" until the client returns home.

Do we need a doctors note to start home care?

No, you do not need a note, although many doctors will make a recommendation to us.

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