

# What to Ask in Your Homecare Interview

Choosing **homecare** is a big decision. This guide gives you the exact questions to ask so you can tell whether an agency can truly deliver the care your loved one deserves—day in, day out.



## 1. SERVICES + CLINICAL EXPERTISE

**What type of care do you provide?** (Home health aide, skilled nursing visits, private duty nursing, etc.)

**Do you regularly support clients with needs like ours** (trach/vent, seizures, dementia, etc.)?

**If needs change, how do you adjust the type or level of care?**

## 2. COVERAGE + COMMUNICATION

**What happens if there's a medical concern after hours**—are we able to reach someone live?

**How will you communicate schedule changes or emergencies** (and how much notice can we expect)?

**Can you provide overnight or extended-hour care** if my loved one ever needs it?

**If a shift opens unexpectedly, how do you cover it**—and how will you keep us informed?

## 3. STAFF + OVERSIGHT

**Who will provide the care**—and what are their credentials (aides vs. LPN/RN)?

**Who clinically oversees my loved one's case** (ex: RN supervisor)?

**What training do staff receive** before working with clients?

**How often are client care plans reviewed and updated?**

**If a match isn't the right fit, how do you work with families** to improve the situation?

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“Hiawatha has been with our family since I was born. This company has brought us nurses, but more importantly, **it has brought us family.**”

— Megan LaVigne, Family Caregiver

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## 4. STABILITY + CONTINUITY

What is your staff turnover rate?

How long do caregivers or nurses typically stay with the same client?

If schedules need to change, how do you protect continuity of care?

## 5. PAYMENT + INSURANCE

What payment sources do you accept (insurance, Medicaid, private pay)?

Would my loved one qualify for Medicaid waivers or other programs—and can you help us navigate them?

Do you handle authorizations, paperwork, or insurance coordination?

What does onboarding look like, and how soon can care begin?

## 6. QUALITY ASSURANCE

What payment sources do you accept (insurance, Medicaid, private pay)?

Would my loved one qualify for Medicaid waivers or other programs—and can you help us navigate them?

Do you handle authorizations, paperwork, or insurance coordination?

What does onboarding look like, and how soon can we expect care to begin?



## HIAWATHA HOMECARE

Bringing Health + Happiness **Home**

At Hiawatha Homecare, we understand homecare families, because we've been in your shoes. We founded our agency to care for Michael Seifert, our beloved son and nephew, who passed away in 2023.

That journey showed us where traditional care can fall short—and what families truly need to thrive at home.

Today, we support medically complex children and adults across Southeast Minnesota and Western Wisconsin with private duty nursing (PDN), skilled nursing visits (SNV), and non-medical home care.

Our goal is simple: give every homecare family the same exceptional care Michael received—and every individual deserves.

**GET IN TOUCH! →**

*Scan to schedule an interview and learn more about our services*

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