

# *Aging Wisely*®

Comprehensive Care Management and Consultation

## *Checklist for Hiring a Geriatric Care Manager*

Name: \_\_\_\_\_ Company: \_\_\_\_\_

Website: \_\_\_\_\_ Contact info.: \_\_\_\_\_

Social media sites/educational resources: \_\_\_\_\_

### **Background Questions:**

- Are you a member of the National Association of Professional Geriatric Care Managers?
- What other professional credentials or affiliations do you carry?
- Tell me a little bit about your academic background and training.
- Describe your experience working with elders and families (describe your situation and needs to the care manager and ask about specific experience related to this, such as expertise in dementia, working with insurance or Medicare or mediating family conflict).
- How long have you been in business?
- Can you provide references; do you have testimonials (especially important if you were not referred by a trusted professional or friend)?
- What types of organizations are you involved in within the community? Do you provide educational or community services?

*For accepted professional credentials, standards and code of ethics of the National Association of Professional Geriatric Care Managers, visit: <http://www.caremanager.org/why-care-management/selecting-a-care-manager/>. Check out the Aging Wisely team at <http://www.agingwisely.com/meet-our-team/>.*

### **Working together:**

- Types of services provided that I might need: \_\_\_\_\_
- Can I review your contract or engagement letter? What type of contract will we have? How do I cancel services?
- Do you offer a consultation, where I can hire you for a flat rate to meet and get eldercare advice and a determination of what/how additional services might be needed?
- What do you charge (consultation, assessment, hourly fees)? What about extra fees (expenses, phone calls, mileage, etc.)?
- Are you available 24/7 for emergencies? What fees apply to after-hours/emergency services?
- How often (and how) do you communicate with me?
- Do you use an electronic record keeping system to manage care and share information with the family/providers as appropriate?
- How do we determine what services are needed/create and change on ongoing care plan as things change with my family member?
- Give me an overview of how we get started and what types of things you think you could do to add value and assist in our situation.

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