



Part of the BRIGGS Healthcare Family

Questions when Considering Facility Care

Besides the normal questions everyone thinks to ask about Medicare/Medicaid certifications, licensing, cost, activities and timing for availability, here are some more specific questions to ask when visiting any facility:

Cost of course is paramount. Be sure to ask for hidden fees or what is NOT included in the monthly cost. Ask if you can pick and choose what you pay for. (laundry, cleaning). If you are purchasing a condo or apartment in a retirement community be sure you are fully aware of the terms of purchase and resale.

What are the stages of living offered? Who determines when you must move from Independent Living to Assisted Living and then to full nursing care? Do you have the right to appeal a decision, so you are sure to be heard?

Activities are always offered. Your question should be...Who takes my loved one to the activity room. How do you engage them if they refuse to participate? What options do they have if they choose to be alone, will someone from the activity staff come in and interact with him/her?

Are you allowed to bring in outside care from a licensed company so that your loved one can remain in Independent or assisted living rather than move to the nursing unit? If they offer an auxiliary service, who oversees this service and what is the added cost.

What is the ratio of client to staff? Does this staffing change from daytime to overnight? What are their emergency procedures for a staff member who calls out last minute? Do they guarantee a minimum number of staffing?

Who is the staff? Is there an RN on duty 24/7, if not, what are the hours? A physician, and the hours for access? A pharmacist and do you have access to him/her to ask questions about medications or interactions?

Are the caregivers who are giving your loved one a shower, dressing etc. actually Certified Nursing Assistants (Geriatric Nursing Assistants) or are they unlicensed "techs"? If they are not CNA/GNA certified, what is their training process? Is the training video or live? How much time do they have doing care supervised before they are allowed to work independently. How often are they reevaluated?