

# How to Find Better Care

An Ultimate Step by Step Guide for Clients  
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Finding the Right Caregiver is a Complex Process.



## **Objective**

Find the right caregiver for a client. This includes a combination of professional skills, personality, cultural habits, caring attitude, etc. All are taken into consideration when you're looking for care for your loved ones.

## **Definitions**

Client - We call our Client everyone who seek our help or assistance in finding the right care provider.

Caregiver - We call Caregiver everyone who we find to be a skilled healthcare worker with appropriate background in the healthcare field, he/she possess knowledge, experience and the will to apply these skills practically to help our Clients.

## The StaffMed Homecare Concept

StaffMed Homecare is a concept that allows Clients to convey their needs by posting personalized requests and selecting the most appropriate caregiving candidate who can fulfill their requirements.

### **StaffMed Client's Experience**

We find that a Client at the beginning of the search for caregiver process seem to be anxious, worried, unhappy, confused, unsatisfied.

However, a Client at the end of the process seems reassured, happy with the results and choices made, improved condition, relaxed, thankful.

## The process that transforms an Unhappy Client to a Happy Customer



### **Caregiver Choosing Criteria**

1. By location, close to Client's location
2. By social skills, habits, caring personality
3. By professional experience, education, skills
4. By cultural background, language ability
5. By availability and caregiving continuity
6. By flexibility, adjustability and cooperation

Our model strives to provide Clients with tools and criteria, so that they are able to make their own decision when it comes to choosing a caregiver.

## Friendly Advice to Clients and Some Helpful Tips



### **When you're choosing a caregiver please consider the following:**

1. List of tasks and activities you would like a caregiver to perform for the Client, included ADL, personal care, special care, walks, toileting, showers, bed care, cooking, shopping, housekeeping duties, etc..
2. Timing of services: morning care, evening care, help with dressing up, or preparing Client to go to bed, afternoon visits, help with medications, overnight care.
3. Orientation of caregiver: based of your care needs and hours of service we will facilitate caregiver orientation and provide you the Client with consistency and continuum of care.
4. Matching Criteria: we encourage all caregivers to specify their skills, experience and special abilities in their profiles. We provide you the Client with free access to caregivers' profiles and the ability to search for an appropriate candidate. Based on your preferences we can match your needs to the ideal caregiver for you but we leave the final decision to you. We want you to be in control and make the decision that you believe is the best for you. We also can encourage you to contact perspective caregivers for interview in person and discuss further care required.
5. Profiles approval by StaffMed Homecare: We get numerous applications from different caregivers with variety of backgrounds and skills, but we approve only these caregivers that meet our general standards of hiring:
  1. Information is accurate and profile picture is provided.
  2. Copy of valid identification document (driver license, passport) is uploaded.
  3. Description of services that the caregiver is qualified to provide.
  4. Proof of professional credentials.
  5. Valid copy of police records check.
  6. Professional awards and recognitions

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We believe and stress that choosing a care provider is a personal decision by the family of a loved one who will be receiving the care to make. Any exchange information between the Client and StaffMed Homecare will be held strictly confidential.

### **Other General TIPS for Families**

1. Have you ever thought about creating family care network of family and friends and establish your own routine of care??
2. Have you tried to suggest to your existing caregiver to encourage your loved one to do some tasks independently, if possible??
3. Have you considered to introduce your loved one to different outside social events and create some excitement??
4. Have you worked together with a caregiver to make the Client's care routine go smoother??
5. Have you measured/recorded any progress and improvement made by following a care plan??

Please [Sign Up](#) and Get Your Personalized Caregiver Recommendations.