

How to Choose the Best Service Provider For Me

Module 2

Example Interview Questions

Document Overview

Below you will find example questions that you can use when interviewing an agency or Independent Provider. When choosing your interview questions, keep the type of services and the type of provider you require in mind.

QUESTIONS FOR ALL PROVIDERS (AGENCY AND INDEPENDENT PROVIDERS):

1. How long have you been providing home care services?
2. What experience do you have working with individuals with my care needs?
3. What do you find to be the most challenging about working in home care services?
4. What do you find to be the most rewarding about working in home care?
5. How do you handle a situation if services cannot be provided as scheduled?
6. How do you handle conflict between the provider and the individual?
7. Are you available for additional hours? How much notice do you need if extra help is needed?
8. Do you have experience with using medical equipment like lift chairs, Hoyer lifts, and/or wheelchairs? Are you comfortable using medical equipment like lift chairs, Hoyer lifts, and/or wheelchairs?
9. Do you feel comfortable assisting with bowel or bladder routines?
10. How do you deal with another person's anger or frustration?
11. Do you prefer to just be given a tasks list or do you prefer to receive instructions on how to complete tasks?
12. Are you able to complete tasks with minimal supervision?
13. Are you comfortable with putting your phone away while you are providing services?
14. How do you handle differences of opinion with others?
15. Do you have experience cooking for others?
16. Do you have any concerns about not being able to provide for any of my care needs?
17. If I select you to be my provider, when could you start work?

ADDITIONAL QUESTIONS FOR INDEPENDENT PROVIDERS:

1. Describe your best qualities.
2. Describe some of your challenges and how you are working to make improvements.
3. If you need someone to drive you to medical appointments appropriate questions include:
 - a. Do you have a clean driving record?
 - b. Can you provide proof of insurance?

- c. Do you have access to a vehicle?

ADDITIONAL QUESTIONS FOR AGENCY PROVIDERS:

1. Describe some of the best reviews you have received.
2. Describe some complaints you have received and how you have addressed those.

ADDITIONAL QUESTIONS FOR NURSES:

1. What steps do you take to ensure a solid care routine when you arrive at an individual's home?
2. How do you handle a situation when an individual refuses to follow their health regimen when you're not present?
3. Do you have experience working with individuals who use a ventilator, CPAP or BiPAP machine? What special considerations do you take when caring for individuals who need breathing assistance?