

What You Need to Know When Hiring a Geriatric Care Manager

Geriatric Care Managers Provide a Connection to Care

As a person starts to become frail, the act of managing his or her care becomes increasingly difficult as the number of medical specialists involved in maintaining physical wellbeing increases. With so many specialists micromanaging the senior's health, the "big picture" often gets overlooked. It is important to maintain clear lines of communication between all of the healthcare professionals. This is the geriatric care manager's function. To assist in a search for a qualified geriatric care manager, use the below questionnaire when making inquiries.

What services do you provide?

- ☐ Assessment and evaluation? _____
- ☐ Written plan for services? _____
- ☐ Coordination of services? _____
- ☐ Regular monitoring? _____
- ☐ Follow-up? _____
- ☐ Routine reporting to family? _____
- ☐ If providing routine monitoring, how frequently do you visit the care recipient? _____
How long are the visits? _____
- ☐ Others? _____

What other professionals do you consult with or have working for you? _____

How do you supervise others working for you? _____

How do you monitor the quality of the services you provide? _____



What degrees and qualifications do you have? _____

To which organizations do you belong?

- ☐ American Society on Aging?
- ☐ Gerontological Society of America?
- ☐ National Association of Professional Geriatric Care Managers?
- ☐ National Association of Social Workers?
- ☐ National Council on Aging?
- ☐ Others? _____

What are your fees?

- ☐ For initial assessment? _____
- ☐ Ongoing hourly or retainer fee? _____
- ☐ What additional fees are there? _____
- ☐ Are there any discounts or reduced fees available, if necessary? _____
- ☐ How often do you bill? _____

Are you available to begin services now? ☐ Yes ☐ No If not, how long is the waiting list? _____

Are you available outside of business hours if needed? ☐ Yes ☐ No

Do you have a backup care manager when you are not available? ☐ Yes ☐ No

When an emergency occurs, what is your procedure? _____

What do you consider an emergency or crisis? _____

Does this care manager appear interested in meeting the needs of my loved one? ☐ Yes ☐ No

Is the care manager knowledgeable about the services available in the area my loved one lives? ☐ Yes ☐ No

Did the care manager return calls promptly? ☐ Yes ☐ No

Do you feel you could work well with this person? ☐ Yes ☐ No

Do you feel you can trust this person with sensitive and confidential information? ☐ Yes ☐ No