



Frequently Asked Questions

Answers to some of the most asked questions of our agency

Is At Your Home Care, LLC, licensed by the State of Oregon?

The Oregon Public Health Division requires that licensed in-home care agencies be in compliance with the standards established by the Oregon Administrative Rules, which are designed to ensure that clients are provided care that promotes their health, safety and quality of life. At Your Home Care, LLC, is licensed by the State of Oregon. Our license number is #15-2032.

How does At Your Home Care, LLC, screen potential caregivers?

Applicants for caregiver assignments are interviewed by telephone followed by an interview in person. All potential caregivers take a pre-employment drug screening test and agree to take other types of drug screening tests during their employment with us. A criminal conviction record is obtained at the time of hire for the previous 7 years and every 2 years thereafter. A drivers license record is obtained at the time of hire for the previous 3 years and every year thereafter. Former employers references are obtained. Caregivers must have as a minimum a high school diploma or a general education degree (GED).

Are caregivers experienced?

At Your Home Care, LLC, caregivers are either Certified Nursing Assistants (CNA), nursing assistants (NA), or Personal Care Assistants (PCA) with 6 months or more experience supervised by a registered nurse in a facility setting or an equivalent combination of education and experience. Many in-home care agencies do not employ Certified Nursing Assistants. We do.

How does At Your Home Care, LLC, train their caregivers?

Your in-home care agency should provide both training at the time of hire and on-going training to keep caregivers up to date and proficient in the skills needed to care for clients. At Your Home Care, LLC, conducts New Hire Training, Continuing Education Training, CPR, and First Aid Certification. New Hire Training includes orientation, medication services and caregiver basic training. Continuing Education includes in service training, client care plan orientation, caregiver team training and RN delegation training. Scholarships to attend Certified Nursing Assists (CNA) school are also available. There is no requirement that in-home care agencies train their caregivers in CPR and first aid. We do.

What is the At Your Home Care's minimum visit requirement?

Many in-home care agencies have a 3 or 4 hour minimum visit policy. At Your Home Care, LLC, has a 3 hour minimum visit. However, if your requirements are for visits that are less than 3 hours, we will customize your visits to meet your needs. In addition, we provide 24 hour and overnight care.

Does At Your Home Care, LLC, schedule visits around me?

Many in-home care agencies have set times that caregivers are available. While there are operational parameters, At Your Home Care, LLC, will personalize your visit times to meet your needs.

Does at Your Home Care, LLC, have a live person on call 24/7?

Nothing is more frustrating when calling your in-home care agency then to reach an answering machine, voice mail or an answering service and with little chance of a timely call back. At Your Home Care, LLC, is available day and night. If you are transferred to voice mail, a live person will call you back within ten minutes to one hour to assist you with your needs 24/7.

Does At Your Home Care, LLC, have a 24 hour RN supervision?

A Registered Nurse of At Your Home Care, LLC, is on call 24 hours a day.

Is At Your Home Care, LLC, bonded and insured?

"Bonded" means that the in-home care agency has insurance that protects the client if a caregiver steals from a client. "Insured" means that the in-home care agency has liability insurance for personal injuries and property damage and has workers' compensation insurance for on-the-job worker injuries. At Your Home Care, LLC, is bonded and insured.

Will the Home Care Agency bill your long term care insurance company?

Many in-home care agencies will not accept long term care insurance. With those in-home care agencies that say they will accept insurance, you need to determine if they will bill your insurance company or if its your responsibility to submit their bill to your insurance company after you have paid their bill. At Your Home Care, LLC, will prepare your claim, submit your bill and will accept payment from your insurance company.