



CDHCI Provider Selection Checklist: Ensuring Quality Care for Your Loved One

With Alberta's [Client Directed Home Care Invoicing \(CDHCI\) program](#), you now have the power to choose who provides care in your home, but with choice comes the responsibility of making the right decision.

This guide will walk you through every essential consideration to ensure your loved one receives the highest quality care while giving you peace of mind throughout the process.

1. Assessing Your Loved One's Needs

Before you start evaluating providers, take time to thoroughly understand what your loved one truly needs. This foundation will guide every decision that follows.

Medical and Physical Care Requirements

- **What level of personal care assistance is needed (bathing, dressing, mobility)?**
- **Are there specific medical conditions requiring specialized knowledge?**
- **Does your loved one need medication reminders or management?**
- **Are there mobility limitations or fall risk concerns?**

Daily Living Support

- **What household tasks require assistance (meal preparation, light housekeeping)?**
- **Is transportation to appointments needed?**
- **How much supervision or companionship is required?**

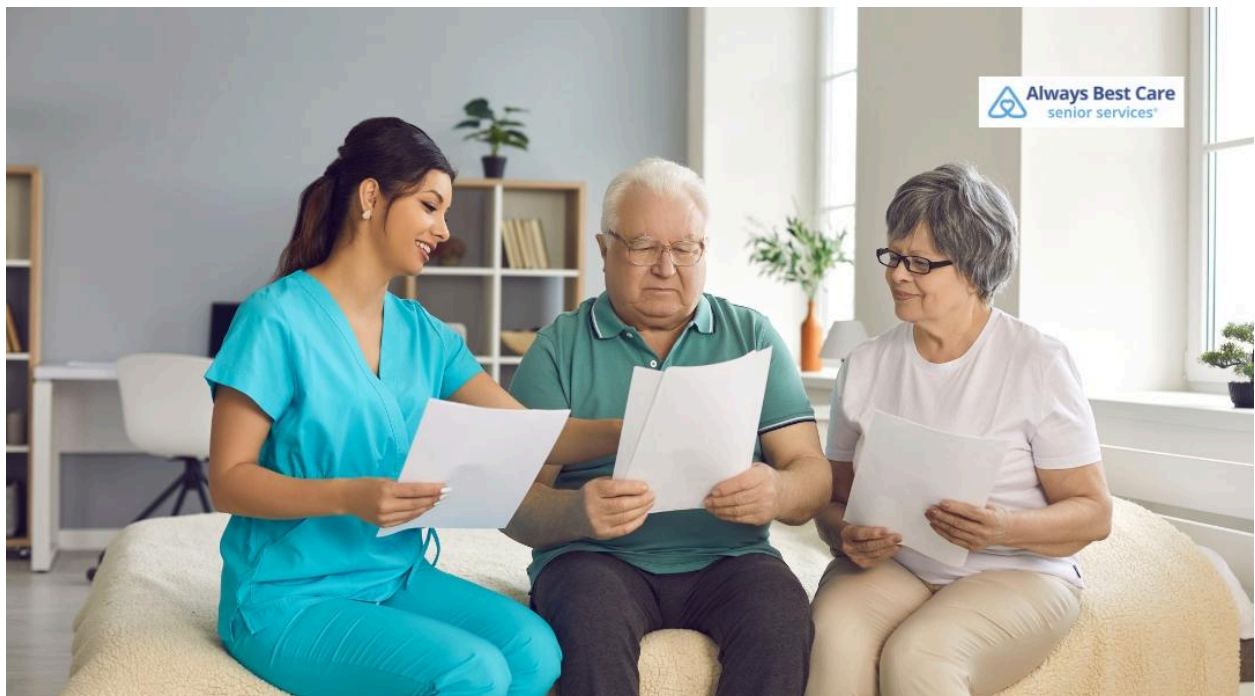
Emotional and Social Needs

- **Does your loved one prefer caregivers who speak their language?**
- **Are there cultural or religious considerations?**
- **What personality traits would make the best caregiver match?**

Care Schedule Preferences

- **At what times of day is care most needed?**
- **How many hours per week are approved through your CDHCI assessment? Do you need weekend or holiday coverage?**

Document these needs clearly, as they'll become your checklist when interviewing providers.



2. Essential Questions for Providers

When speaking with potential home care agencies, ask these critical questions to ensure they

meet your standards and requirements.

Insurance and Liability Coverage

- **"Are all caregivers fully insured and bonded?"**
- **"What does your liability insurance cover?"**
- **"Do you carry workers' compensation insurance?"**
- **"Can you provide proof of current insurance certificates?"**

Caregiver Training and Qualifications

- **"What training do your caregivers receive before starting?"**
- **"How do you verify previous experience and references?"**
- **"Do you provide ongoing training and education?"**
- **"Are caregivers trained in specific conditions like dementia or diabetes?" "What background checks do you conduct?"**

CDHCI Program Experience

- **"How long have you been an approved CDHCI provider?"**
- **"How do you handle direct billing with [Alberta Blue Cross](#)?"**
- **"What happens if there are billing issues or delays?"**
- **"Do you provide regular billing summaries to families?"**

Service Flexibility

- **"Can care plans be adjusted as needs change?"**
- **"How much notice is needed to modify services?"**
- **"Do you offer emergency or last-minute care?"**
- **"What happens if our regular caregiver is unavailable?"**



3. Comparing Agency Reputation and Client Reviews

A provider's reputation speaks volumes about the quality of care you can expect. Here's how to thoroughly research potential agencies.

Online Research

1. Check Google Reviews and read both positive and critical feedback
2. Look for patterns in complaints or praise across multiple review platforms.
3. Visit the agency's website to understand their values and approach
4. Search for any news articles or recognition in the community

Direct References

1. **Ask for references from current CDHCI clients (with their permission).**
2. **Contact these families directly to discuss their experience.**
3. **Ask specific questions about consistency, communication, and problem resolution.**

Professional Standing

1. **Verify the agency is registered with Alberta Blue Cross for CDHCI.**
2. **Check if they hold any industry certifications or accreditations.**
3. **Ask about their standing with [Alberta Health Services](#).**

4. **Look for membership in professional home care associations.**

Red Flags to Watch For

1. **Consistently poor reviews about caregiver reliability.**
2. **Complaints about billing issues or hidden fees.**
3. **High staff turnover is mentioned in reviews.**
4. **Unwillingness to provide references or proof of insurance.**



4. Care Plan Flexibility and Family Communication

The best providers adapt to your family's evolving needs while maintaining clear, consistent communication.

Care Plan Adaptability

- **How easily can services be modified as your loved one's needs change? Is there a care coordinator assigned to your family?**
- **How often are care plans reviewed and updated?**
- **Can you request a different caregiver if needed?**

Communication Standards

- **How does the agency keep families informed about daily care?**

- **What is their policy for reporting incidents or concerns?**
- **Do they provide regular progress updates?**
- **How quickly do they respond to family questions or requests?**

Family Involvement

- **Are family members welcome to participate in care planning?**
- **How do they handle feedback or suggestions from family?**
- **Can family members observe care sessions if desired?**
- **Do they accommodate family schedules for meetings and updates?**

Documentation and Reporting

- **What kind of daily care logs do they maintain?**
- **How do they track medication administration?**
- **Do they document changes in your loved one's condition?**
- **Are these records shared with family and healthcare providers?**



5. Safety Standards and Emergency Protocols

Your loved one's safety must be the top priority. Ensure any provider you consider has robust safety measures in place.

Emergency Preparedness

- **What is their protocol if a medical emergency occurs during care?**
- **How quickly can they reach emergency contacts?**
- **Are caregivers trained in CPR and first aid?**
- **Do they have 24/7 support available for urgent situations?**

Safety Training and Protocols

- **How do they assess and address fall risks in the home?**
- **What infection control practices do they follow?**
- **How do they handle medication safety?**
- **Are caregivers trained to recognize signs of medical distress?**

Background Checks and Screening

- **What criminal background checks are conducted?**
- **Do they verify employment history and references?**
- **How do they ensure caregivers are legally able to work in Canada?**
- **What ongoing monitoring occurs once caregivers are hired?**

Home Safety Assessment

- **Do they conduct a home safety evaluation before services begin?**
- **Can they recommend modifications to improve home safety?**
- **How do they document and address safety concerns?**



6. Alberta Health Services and Billing Support

Understanding how your provider works within the CDHCI system ensures smooth operations and proper funding.

CDHCI Program Compliance

- **Is the agency an approved vendor with Alberta Blue Cross?**
- **How long have they participated in the CDHCI program?**
- **Do they understand the specific requirements and limitations?**
- **Can they help navigate any program changes or updates?**

Billing and Administrative Support

- **How do they handle direct billing to Alberta Blue Cross?**
- **What happens if you exceed your approved hours?**
- **How are additional costs clearly explained?**
- **Do they provide detailed invoices and billing summaries?**

Coordination with AHS

- **How do they communicate with your AHS case manager?**
- **Can they assist with care plan reviews and updates?**
- **Do they understand AHS assessment requirements?**

- How do they handle changes to approved services or hours?

Financial Transparency

- Are all costs clearly outlined before services begin?
- What is their hourly rate compared to the AHS funding amount?
- Are there any additional fees or charges?
- How do they handle payment for services beyond CDHCI coverage?



Need Expert Guidance? Always Best Care Calgary SW is Here to Help

Navigating the CDHCI provider selection process doesn't have to be overwhelming. At Always Best Care of Calgary SW, we understand the importance of [finding the perfect match for your loved one's care needs](#).

Why Choose Always Best Care of Calgary SW:

- ✓ **Extensive CDHCI Experience:** We've been proudly serving families through the Client Directed Home Care Invoicing program, helping families navigate every step with confidence.
- ✓ **Personalized Care Matching:** Our care coordinators work directly with you to match caregivers who fit both your loved one's needs and personality.
- ✓ **Seamless Billing Support:** We handle all direct billing with Alberta Blue Cross, removing

administrative stress from your family.

✓ **Local Expertise:** As Calgary SW residents ourselves, we understand our community and are committed to providing exceptional local service.

✓ **Comprehensive Training:** All our caregivers receive thorough screening, ongoing training, and are fully insured and bonded for your peace of mind.

Contact us at:

 [403-800-7255](tel:403-800-7255)

 kruddy@abc-seniors.com

 <https://alwaysbestcarecanada.ca/calgarysw/ahs-client-directed-in-home-care/>

 <https://maps.app.goo.gl/ZbnUWnaKBWa1BvZ17>