Consumer Tips on Home Health Aides - CHHHA

consumer*brief*

DETERMINE WHAT SERVICES YOU NEED

Personal or assistant services are provided by certified homemaker-home health aides (CHHHAs). A New Jersey Registered Professional Nurse must supervise the CHHHA and your program of care. The CHHHAs assist the nurse by providing personal care services such as bathing, dressing, meal preparation and feeding.

Generally, housekeeping services such as shopping, cooking and laundering for the family are provided by a housekeeper, companion or a domestic service rather than a CHHHA.

Before purchasing services, talk with your nurse, doctor or hospital discharge planner to be sure you understand exactly what type of services you require.

For a free Consumer's Guide to Homemaker-Home Health Aides, you may contact the board's Homemaker-Home Health Aide Unit at 973-504-6546.

BE INFORMED

Being informed about services before a health care crisis arises will save you time and money, reduce stress, and allow for a better quality of decision-making and care.

USING AN AGENCY

If you select an agency for home care, which is licensed by the State, there are laws to protect you.

Accredited agencies are professional groups that establish and monitor voluntary, industry-wide standards to ensure that patients receive quality home health care services. They are listed in the Consumer's Guide to CHHHAs.

Be sure to ask if the home health-care agency protects its workers and patients with written policies, as well as insurance coverage. Be sure you understand the specifics of your insurance policy and the home health-care agency's insurance coverage.

INSIST ON SAFE, COMPETENT CARE

If you have a problem with a CHHHA, complain to the agency you are using so that any problems can be resolved. If the agency cannot resolve your complaint to your satisfaction, contact the Homemaker Home Health Aide Unit at 973-424-8146.

CHECK LICENSURE/CERTIFICATION

Contact the Board of Nursing to make sure the homemaker-home health aide with whom you are dealing is licensed or certified and in good standing. Call the Licensing Verification Section at 973-273-8090.

Check references if you are hiring a homemaker-home health aide from a private professional care service.

If you have any questions, you may contact the New Jersey Board of Nursing/Homemaker Home Health Aide Unit at 973-504-6430

800-242-5846 • www.NJConsumerAffairs.gov

Office of the Attorney General

New Jersey Division of Consumer Affairs

Revised 03/29/05