

# Consumer Tips on Certified Homemaker Home Health Aides - C.H.H.A.

consumer *brief*

## **DETERMINE WHAT SERVICES YOU NEED**

Personal or assistant services are provided by certified homemaker-home health aides (C.H.H.A.s). A New Jersey Registered Professional Nurse must supervise the C.H.H.A. and your program of care. The C.H.H.A. assists 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 C.H.H.A.

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

You may view a copy of the "Consumer's Guide to Homemaker-Home Health Aides," by visiting: [www.NJConsumerAffairs.gov/hhh/Pages/links.aspx](http://www.NJConsumerAffairs.gov/hhh/Pages/links.aspx).

## **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**

All home care agencies must be licensed by the State. Be sure to ask whether the home care agency you've contacted is licensed. The law covering the licensure of these agencies is there 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 C.H.H.A.s.

Be sure to ask if the home health care agency protects its workers and patients with written policies, as well as insurance coverage. Take the time to ensure that 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 C.H.H.A., 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 New Jersey Board of Nursing/Homemaker Home Health Aide Unit at 973-504-6430.

## **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 License Verification Line 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** › New Jersey Division of Consumer Affairs  
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