

## **Rehabilitation Center Checklist**

Use this checklist when you investigate rehabilitation centers. The checklist is designed to help you know what to ask and to remember specific details. Use the back of the checklist to write down any additional comments. If you visit more than one center, print a checklist for each site you review. When making your decision, use the checklists to compare one with another.

Center Name: \_\_\_\_\_

Director/Contact Person: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Website or E-Mail: \_\_\_\_\_

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### **Who is Served?**

**Yes**   **No**

- Do you need a referral to use the services?
- Are you eligible for services?
- Can you talk to other people who have used the center's services?

### **Services**

- What services are offered?
- How long does it take to begin services?
- Will services be individualized to meet your needs?
- Can the site accommodate any special needs you might have?
- Does the site involve you in planning your services? How? \_\_\_\_\_
- Does the center involve your family or other trusted associates in planning your services?
- What benefits can you expect to receive from the services?
- Can other needs, such as help with feeding or toileting, be met?  
How often will you receive services? \_\_\_\_\_
- How long will they last? \_\_\_\_\_

**Search the National Long Term Care Directory**

**At**

[www.GetCare.com](http://www.GetCare.com)

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**Location and Operations**

- What are the center's hours?
- Is the center close to public transportation?
- Are there procedures in place to respond if you are unhappy about your treatment or services?
- Are policies in place to protect your privacy?
- Are the premises well maintained, clean and safe?
- Is the building accessible?
- Are there handrails, elevators, automatic doors and ramps for people who need them?
- Does the program have a brochure outlining its services and staff expertise? If so, request a copy.

**Credentials and Staff**

- Are staff members licensed, certified, or credentialed for the work they do?
- Is the center accredited by an internationally recognized organization?
- Are people treated with dignity?
- How do staff members respond to the people receiving services?
- Do staff members appear to respect cultural differences?
- Will the staff use language that you understand?
- Are there bilingual staff or interpreters available?

**Cost**

- Will your services be covered by insurance, government funding (such as Medicare or Medicaid), or other resources?
- What will be your out-of-pocket expenses?
- What is the fee schedule? Request a copy.

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