



Choosing the right home care software:

A handy checklist for agencies

1. **User-friendly interface**

The software should be easy to navigate and user-friendly for all staff members, regardless of their tech savviness.



2. **Comprehensive scheduling features**

Look for software that offers robust scheduling capabilities, including caregiver-client matching, shift reminders, and easy schedule adjustments.



3. **Integrated billing and payroll**

To streamline your financial processes, the software should integrate seamlessly with your billing and payroll systems.



4. **Real-time reporting and analytics**

An essential feature to track and measure your agency's performance over time.



5. **Caregiver management**

Look for features like caregiver training, skills tracking, and performance metrics.



6. **Client management**

The software should help you keep track of client assessments, care plans, and family communication.



7. **Electronic visit verification (EVV)**

As per the 21st Century Cures Act, the software should have EVV capabilities for Medicaid patients.



8. **HIPAA compliant**

To ensure patient data is secure and confidential, the software must comply with Health Insurance Portability and Accountability Act (HIPAA) standards.



9. **Customer support**

Check if the software provider offers reliable customer support through various channels such as phone, email, or live chat.



10. **Scalable**

As your business grows, your software should be able to adapt and scale accordingly.



11. **Software training and onboarding.**

The provider should offer comprehensive training and onboarding to ensure your team can effectively use the software.



12. **Positive reviews and testimonials**

Look for positive reviews from other home care agencies to validate the software's reliability and effectiveness.

