



10 Essential Questions to Ask Before Hiring a Concierge Nursing Company

Finding the right concierge nursing company to hire a private nurse can be an overwhelming task, and many people have to navigate it on their own. That's why it helps to know the right questions to ask before committing to any particular company.

To make your search a little easier, we've put together a list of 10 questions to help you identify a company that is reliable, qualified, and a good fit for your specific needs:

1. What qualifications and experience do your nurses have?

Why it's important: Nurses with recent or current experience working in a hospital are invaluable when transitioning to home-based care. These nurses are familiar with handling complex medical situations, making quick decisions under pressure, and providing high-quality care. Be confident in the care you're receiving by asking about their nurses' qualifications and background.

2. How do you screen and background-check your nurses?

Why it's important: Inviting a nurse into your home is a big step, so you'll want to know they're qualified and trustworthy. Make sure the company does thorough background checks and verifies credentials.

3. What services do you offer, and how flexible are your care plans?

Why it's important: Not all companies have the same level of flexibility. You might need short-term support after surgery, long-term 24/7 support for a chronic condition, or assistance getting to and from appointments. Some clients may need a nurse who can act as an advocate during appointments or even travel with them on extended trips. You'll want to find a company with options that fit your lifestyle and unique needs.

4. What is your process for matching clients with the right nurse?

Why it's important: The right nurse should have the experience and skill to handle your specific medical needs and goals. A good match also considers personality, communication style, and care approach. So ultimately, a thoughtful matching process sets the stage for a better, more supportive care experience overall.

5. What kind of training and support do you provide for your nurses?

Why it's important: A well-supported nurse is a confident, capable nurse, and companies with a strong support system mean their nurses can lean on more experienced colleagues for guidance when faced with unfamiliar situations. Also, companies that invest in ongoing training and professional development tend to have higher-quality nurses who stay current with best practices.

6. Can your nurses coordinate with my doctor and other specialists?

Why it's important: Coordinated care leads to better outcomes. You'll ultimately benefit the most by having a nursing team that co-creates a care plan with you and not for you. The private nursing company should work closely with your entire healthcare team—your doctors, nurses, family, and other caregivers—to make sure you receive seamless, comprehensive support.

7. What happens if my regular nurse is unavailable?

Why it's important: As we all know, life is unpredictable and things don't always go as planned, so it's good to know the company has a backup plan if your regular nurse can't make it.

8. How does your billing work, and what can I expect in terms of costs?

Why it's important: Understanding a company's billing structure upfront can help you avoid unexpected costs and ensure there are no surprises when it comes to payment. Ask about hourly rates, flat fees, minimums, package options, and any additional charges that might apply.

9. How do you adapt your care approach to respect a client's cultural or religious preferences?

Why it's important: If you or your loved one has cultural or religious preferences or even speaks a language other than English, having a nurse who respects those values and can communicate effectively helps build trust in creating a personalized care plan that meets all your needs.

10. Can you provide references or testimonials?

Why it's important: Hearing from other clients can give you a better sense of the company's quality of care and overall reputation.

Conclusion

Choosing the right concierge nursing company can make all the difference in your health and well-being. By asking these 10 essential questions, you can confidently select a company that fully supports your whole person—mind, body, and spirit.



If you're looking for a private nurse in the Phoenix metropolitan area, Navi Nurses would love to help! Contact us by phone at **480-660-0890**, by email at care@navinurses.com, or through our website at www.navinurses.com/contact to learn more about our highly skilled, compassionate team of registered nurses.