



## What Does It Mean to be a Home Care Pulse Certified-Trusted Provider?

Finding an in-home care provider for a loved one can be an emotional, stressful and confusing process. How do you find a provider who will give your loved one the best possible care?

We, at Home Care Pulse understand the difficulties you face when searching for a home care provider. We have made it our job to make the process easier for you by eliminating the guesswork.

## Look For a Home Care Pulse Certified – Trusted Provider

Home Care Pulse Certified – Trusted Providers have proven their commitment to their clients' satisfaction by contracting with Home Care Pulse to gather and report feedback from their clients. We do this by conducting random live phone interviews with a percentage of their clients each month. Because we are an independent third-party company, we are able to collect honest and unbiased feedback, without outside influence.

Each client, or their responsible party, is given the opportunity to rate the provider on a scale of 1-10 in areas such as:

- Timeliness of caregivers.
- Services being provided as promised.
- Compassion of caregivers.
- Overall quality of care.

Clients are also given the opportunity to provide feedback on areas where the provider needs to improve as well as areas where they excel.

After Home Care Pulse conducts live phone interviews, we send a report to each provider informing them of our findings and showing them how their business rates compared to others in the industry.

Our goal is to assist home care businesses in providing the best home care possible, while recognizing those who are the best in the industry.

## Be Confident Choosing a Certified-Trusted Provider

Certified – Trusted Providers are committed to:

- Actively gathering important feedback from their clients each month.
- Using clients' feedback to help them provide excellent care.
- Giving you or your loved one the best in-home care possible.

**Choose a Home Care Pulse Certified – Trusted Provider and feel confident that you are choosing the best provider for your loved one.**



Please visit [BestofHomeCare.com](http://BestofHomeCare.com) to learn more.