

What are the differences between a Nurse Registry and a Home Care Agency?

	Nurse Registry	Home Care Agency
What is the screening process for caregivers?	Nurse Registries typically screen independent caregivers by conducting background screenings, verifying licenses, certifications, and reviewing experience and qualifications before referring caregivers to clients.	Home Care Agencies typically screen caregivers through background checks, verification of licenses, certifications, reference checks, reviews of employment history, and qualifications before hiring them as employees.
Do the caregivers have training or experience caring for individuals with specific care needs?	Caregivers referred by a Nurse Registry are independent professionals who obtain their own training, certifications, and continuing education. The registry verifies qualifications, credentials, and specialized training or experience related to specific care needs, but does not provide training as an employer.	Home Care Agencies may provide caregiver training, including education related to specific diagnoses and care needs. Training offerings vary by agency and may be based on caregiver roles, client needs, and state requirements.
Who determines the clients' care needs?	The Nurse Registry works with the client and family to understand care needs and preferences. An LPN or RN may assist with the assessment process and development of a client-directed care plan to help identify care needs and support the client's goals and preferences.	The Home Care Agency typically assesses the client's care needs and develops a care plan based on the client's condition, preferences, and level of assistance required. Care needs are generally reviewed and updated as circumstances change.
How are caregivers matched to my needs and preferences?	Nurse Registries work closely with clients to understand their care needs, preferences, schedule, and personality considerations. The registry then helps match the client with an independent caregiver whose skills, experience, and availability best align with those needs.	Home Care Agencies typically assign caregivers based on the client's care needs, schedule, location, and caregiver availability. Agencies work to identify an appropriate caregiver while considering client preferences whenever possible.
How much flexibility will I have in setting the schedule for services?	Nurse Registries offer flexible scheduling options, allowing clients to coordinate service schedules through the registry based on their needs, preferences, and caregiver availability.	Home Care Agencies typically offer a variety of scheduling options; however, schedules are generally based on caregiver availability and agency staffing.
What are my options if I'd like a different caregiver or want to continue with a specific caregiver?	If you are not satisfied with your caregiver, you can contact the registry to be matched with a different caregiver who better fits your needs. Registries also accommodate requests for a preferred caregiver and can help coordinate additional hours based on caregiver availability.	Home Care Agencies may accommodate requests for a specific caregiver; however, caregiver assignments, changes, and additional hours are typically based on employee schedules, availability, and agency staffing needs. If concerns arise, the agency will work to identify an appropriate solution.