

**APPENDIX B:  
Eldercare Phone Screen Checklist**

This form may be used by elders or other family members when conducting a telephone screening interview of a care facility. These suggested questions may help families determine whether to proceed further with each prospective facility. Family members should add additional questions that make sense for their particular needs.

**Questions to Ask:**

- Where exactly are you located?
- What care services are available at your facility?
- What types of professionals deliver those services?
- What would a unit/room cost each month?
- What types of financial payments do you accept?
- Do you have any openings now?

**Interview Notes:**

<b>Question</b>	<b>Yes</b>	<b>No</b>
Was the phone picked up within an acceptable number of rings (3-5)?		
Did the person immediately help you or were you put on hold?		
If put on hold, was it an acceptable amount of time (no more than a minute) and did they apologize when they came back on the line?		
Did you feel the person was generally helpful or simply trying to get you off the phone?		
Was he/she able to answer all of your questions quickly and without difficulty?		
Do you wish to schedule an on-site visit to this facility?		

**Other Notes/Comments:**