Generic Service & Support Provider Checklist

Name of Provider: _____
Contact Person: _____
Phone No.: (808) _____
Website: http://
E-mail:
Fax:
Address:

Days and Hours of Operation:

Type of Service

- □ In-home care
- □ Residential Facilities
- □ Caregiver Resources
- □ Hospice
- □ Adult Day Program
- □ Financial Assistance
- □ Rehabilitation
- □ Transportation
- □ Recreational Services
- □ Legal Assistance
- □ Community Health & Social Services
- □ Medical Services
- □ Care Coordination
- □ Long-term Care
- □ Legal Services
- □ Food/Meal Services
- □ Assistive Technology
- □ Escort Services
- □ Support Group Contacts
- □ Other:

Ask contact person about the services being offered. Do the services being offered match up with what you are looking for?
How so?

How to Apply for Services:

Ask what background information you should bring to the Office (1st visit)…

What are the Eligibility Criteria for receiving services?

Citizenship required?
Acceptable funding sources:
Age Range is being served?

Spaces Available:

- □ Call for space available?
- □ Make appointment?
- □ First come, first serve?

Your service location (where you will be served)

- □ Home visit
- □ Office visit
- □ Program locale (specify):
- □ Facility locale (specify):
- □ Other:

Provider Qualifications:

- □ Licensed?
- □ Site certified?
- □ Site accredited?
- □ Other:

What disability populations are serviced?

- □ All disabilities
- □ Deaf/Hard of Hearing
- □ Physical/Orthopedic
- □ Speech/Communication
- □ Cognitive
- □ Learning Disability
- □ Psychological/Behavioral
- □ Low Vision/Blind
- □ Other:

Service Costs - Accepted Payments

- □ Private Insurance Agency
- □ Medicaid
- □ Medicare
- □ Veterans Administration
- □ Private Pay
- □ Discounted Rate
- □ Other:

Guarantee/Warranty of Product or Services?

- □ For Service
- □ For Parts
- □ For Replacement
- □ Refund
- □ Retake Treatment (free, reduced cost)
- □ Hawaii's "lemon law" for Assistive Technology.

Need Road Map to Site?

- □ Click on Expedia.com (http://www.expedia.com/pub/agent.dll?qscr=mmfn) and type in the name of the street of your provider's business office, then print to get a map of the local area.

□ Click on Expedia.com (http://www.expedia.com/pub/agent.dll?qscr=mrfn) and type in the name of your street and name of street that the provider's business office is situated at, then print out to provide you with map and directions on how to get from your address to the provider's address.

Transportation Concerns

□ Will you be using mass transit or a private vehicle for transportation?

□ What are traffic conditions like?

Is there handicap parking?
Is the parking free? If charge, how much?

History of Consumer Complaints

Hawaii's Better Business Bureau
1132 Bishop suite 1507; Phone: 536-6956
Ask if there are any complaints or reports about this business or person.