

What is a geriatric care manager?

A professional geriatric care manager usually receives education in various fields of human services. Some areas of background and education may include social work, psychology, nursing, and gerontology.

What is the role of a geriatric care manager?

Advocacy for older adults, their family members, friends and caregivers is a primary function of the geriatric care manager. Geriatric care managers are trained to assist with senior care management and geriatric care management. The roles of geriatric care managers also include assessing, planning, coordinating, monitoring, helping to provide and find services for caregivers of elderly loved ones.

What should you do when researching and/or employing a geriatric care manager?

- Check the credentials of the care manager.
- Receive references from those who have used various services provided by the geriatric care manager. For example, someone may have used the geriatric care manager for a home safety assessment. Another may use the geriatric care manager on an ongoing basis to help coordinate care between the seniors physicians.
- Interview candidate.
- Ask questions about the specific services provided by the geriatric care manager.
- Discuss the experience of the geriatric care manager. Possible questions may include years of experience in the field of geriatric care management, what professionals will be involved in providing care and primary services provided by geriatric care management services.

Important Questions to Ask a Potential Geriatric Care Manager

- Are you available for emergencies around-the-clock?
- Does your company also provide home care and hospice services if needed?
- How will you communicate information to me?
- What are your fees? Can you provide information on fees in writing, prior to hire?

Important Questions to Ask a Potential Geriatric Care Manager *(Cont.)*

- Does my insurance provider have service limitations for geriatric care management?
- What is the educational background of the geriatric care manager and any related staff?
- Are you available for me to discuss issues of concern prior to employing your services?
- What do you think are the necessary screenings or first steps when using your services?
- Do you make home visits?
- Will you discuss initial and ongoing concerns with family members and other loved ones involved in the seniors care needs?
- When will you develop a suggested list of senior care management services?
- Will you adjust the suggested list of services as my loved ones short and long-term plans change?
- What hours are you available for questions? Do these hours include nights and weekends?

Additional Services Your Senior Care Advisor Should Provide:

- Help evaluating home care needs, outpatient and in-patient services if required.
- Help in selecting other professionals and needed caregiving staff
- Planning for future medical care and living needs
- Help in identifying ways to reduce the stress and responsibilities of the caregiver

Consider developing a care team for your senior loved one. Partnership is the key to success in establishing a relationship with a geriatric care manager. Consider using the services of healthcare and legal professionals in addition to a highly skilled geriatric care manager.