Remote Caregiving Toolkit

Real help.
Real Caregivers.
Through live video.

DSHS
WASHINGTON STATE
Department of Social
and Health Services
DSHS 22-2172 (1/26)

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Executive Summary

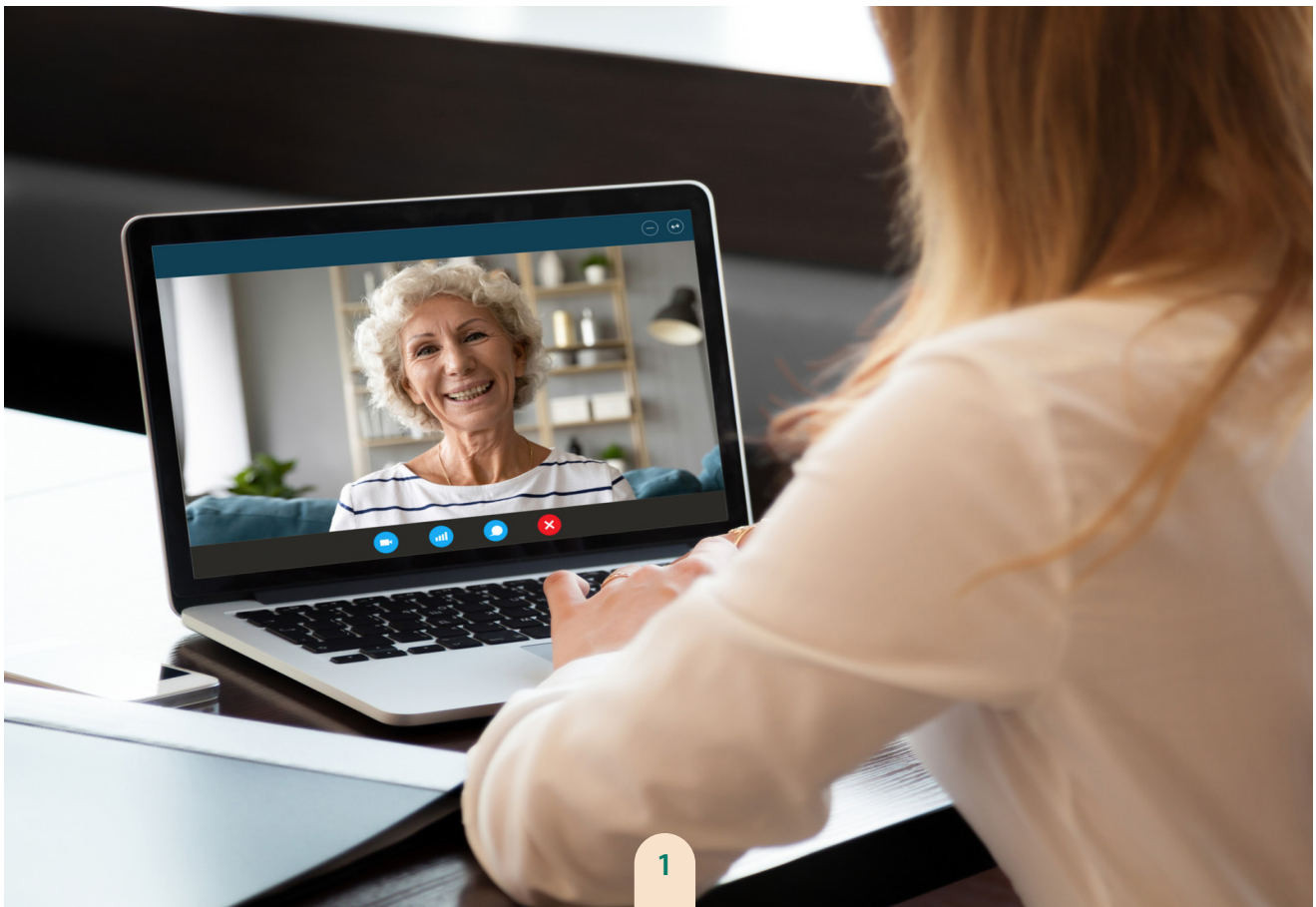
Caregiver shortages are one of the challenges facing our community today. Remote caregiving offers a new way forward, drawing on the same principles that made telehealth successful during COVID-19. By using secure technology to connect caregivers with clients in their homes, remote caregiving expands access to personal care, especially in rural communities where services are limited and travel distances are long. It allows clients to remain in familiar surroundings, gives families peace of mind, and equips caregivers with the tools they need to provide support across distance.

Remote caregiving focuses on personal care tasks that do not require hands-on assistance, such as medication reminders, wellness check-ins, meal planning cues, and emotional encouragement. This approach is not meant to replace in-person care. It strengthens the caregiving workforce, supports retention, and expands the choices available to clients. Remote caregiving offers a sustainable and equitable way to deliver care across Washington, ensuring dignity, connection, and flexibility for those who need support.

This toolkit guides providers, caregivers, and partners in exploring remote caregiving and serves as a resource for building success and supporting a model of care that delivers dignity, meaningful connection, and choice through remote support.

Remote Caregiving Impact

Remote caregiving expands client access to care in a cost-effective, scalable way while prioritizing client choice and independence. Remote caregiving reduces strain on in-person services, prepares for anticipated client population growth, enhances workforce efficiency and opportunity, and strengthens the continuum of care without proportionally increasing staffing or infrastructure costs.



Overview of Remote Caregiving

Remote caregiving enables qualified caregivers to provide personal care services through secure video technology—without entering the client's home. Remote caregiving is designed for tasks that do not require hands-on assistance and offers a flexible, person-centered way to support clients.

Beginning in **January 2026**, any contracted home care agency in Washington may offer remote caregiving, provided the agency meets Department of Social and Health Services program standards outlined in the Statement of Work. Participating home care agencies will work in partnership with Area Agencies on Aging across the state to deliver these services. Each agency will be responsible for determining their ability to provide remote caregiving to clients and for coordinating with case managers to set-up and deliver remote caregiving services.

While the specific technology platforms and scheduling practices may vary by home care agency, all participating agencies are required to use both audio and video technology to conduct scheduled remote caregiving visits. This ensures that caregivers can provide meaningful interaction, oversight, and support during each session, regardless of the agency's chosen system. Remote caregiving may be offered as a stand-alone service for clients who do not require hands-on assistance, or as part of a hybrid model that combines in-person and remote care to best meet client needs.

Success Story

Caring from Afar: Ramona's Story

After Ramona spent three weeks in a skilled nursing facility for rehab due to complications from her diabetes, she felt anxious about leaving. Ramona receives informal care from her wife at various times each day, but because her wife is working full-time and also caring for her aging mother, Ramona has some unmet needs around her medication management, exacerbated by her failing eyesight.

She wants to be discharged home, but the home care agency doesn't have an in-person caregiver available yet. The family is worried about her and wants someone to check on her regularly and provide oversight.

Ramona will try using remote caregiving for now. The caregiver calls her in the morning to remind her to take her pills and watches as she does. In the afternoon, the caregiver prompts her to check her blood sugar and prepare for the evening. The remote caregiver also assists with making follow-up medical appointments, ordering prescriptions, and checks on her at set times every day when family members are unavailable.

When an in-person caregiver becomes available, Ramona will decide if she wants to combine in-person and remote caregiving.

Who Does Remote Caregiving Help?

Remote caregiving is designed for clients who need support with daily personal care tasks which do not require hands-on assistance. It may be especially beneficial for people who live in rural or hard-to-reach areas, where in-person visits may be limited or inconsistent. It also supports clients who prefer the flexibility and privacy of receiving care remotely, and those who may need additional support between scheduled in-person visits.

Clients who can engage with audio-video technology and have personal care needs that can be supported without hands-on assistance may benefit from remote caregiving. Tasks requiring physical help, stand-by support, or set-up—such as bathing, transferring, or toileting—are not part of the remote caregiving model and must be delivered in person. Home care agencies can use remote caregiving to provide services like medication reminders, dressing cues, wellness check-ins, and emotional support. By offering this model, agencies can extend their reach, improve continuity of care, and better meet the diverse needs and preferences of the clients they serve.

When Remote Caregiving Works Best

Remote caregiving supports personal care tasks that do not require hands-on assistance. Services are delivered through scheduled virtual visits and may include tasks such as medication reminders, dressing cues, encouragement during meals, wellness check-ins, emotional support, and behavioral guidance, for example. This model is especially effective in situations where remote support can enhance consistency, flexibility, and access to care.

Remote caregiving may be especially valuable when:

- In-person caregiving is unavailable or underutilized.
- Clients live in rural or hard-to-reach areas.
- Support is needed between scheduled in-person visits.
- A client prefers to receive care remotely, instead of having an in-person caregiver.
- A client's needs can be met through a mix of in-person and remote services.

Benefits of Remote Caregiving

Remote caregiving offers a range of benefits, including:

- **Flexibility:** Provides support between in-person visits or when in-person care is unavailable.
- **Accessibility:** Expands care options for clients in rural or hard-to-reach areas.
- **Continuity:** Ensures consistent oversight and engagement, even when caregivers cannot be physically present.
- **Client Choice:** Respects preferences for receiving care remotely when appropriate.
- **Efficiency:** Maximizes caregiver availability by blending in-person and remote services.

Identifying & Referring Clients to Remote Caregiving

Clients may be identified for remote caregiving through several pathways. In many cases, clients or their family members express interest directly to the home care agency that is already providing in-person personal care services. If the agency is participating in the remote caregiving program, the contracted home care agency can coordinate with the client and case management staff to confirm remote caregiving options and set-up services when applicable.

Home care agencies may also proactively identify clients they are currently serving who could benefit from remote caregiving. This may include people who would benefit from more consistent support between in-person visits or clients whose needs could be met more efficiently through a remote-only or hybrid model combining in-person and remote caregiving. Offering remote caregiving in these cases can help maximize limited caregiver hours while maintaining high-quality, person-centered care.

In addition, case management staff from Home and Community Services, Developmental Disabilities Community Services, and/or Area Agencies on Aging may introduce remote caregiving as an option during the assessment or reassessment process. This can occur while the client is in an institutional or home and community-based setting, although remote caregiving is only offered to a client in their home. If the client expresses interest, the case manager will document the client's interest in remote caregiving in the assessment documents and/or SER notes. You may review specific referral documentation details in the most recent Remote Caregiving Management Bulletin.

Clients must:

- Be approved for personal care services through Medicaid or another long-term care program.
- Have care needs/tasks that can be supported remotely.
- Consent to remote caregiving services with a home care agency providing remote caregiving.
- Participate in and complete necessary onboarding with the home care agency provider to ensure client ability to successfully engage with video software and hardware.
- Coordinate with the home care agency to complete technology equipment and software installation.

Success Story

Staying Independent with Remote Personal Care

Lisa uses remote caregiving to help manage her diabetes. She's approved for services and receives support from a certified caregiver through regular video check-ins.

Each day, Lisa checks her blood glucose levels and shares the results during her video call. Her caregiver reminds her when it's time for her insulin injection and helps her stay on track with her care routine.

Success Story

From Loneliness to Companionship: Robin's Success with Remote Caregiving

Robin has in-person caregivers from a home care agency who come to his home every morning and evening. They assist him with shopping, bathing, walking, meal preparation, medicine management, and eating.

In between these visits, Robin struggles to prepare his lunch due to his need to be reminded and his loneliness. During the middle of the day, he would call family members, his case manager, his home care agency, and others when he felt anxious.

Robin agreed to try remote caregiving from 11 a.m. to noon on weekdays. Caregivers from Catholic Community Services contact Robin remotely to remind him to make his lunch, assist him with the steps involved in preparing his meal, and provide companionship. This plan has made him increasingly independent during the afternoons.

Since starting remote caregiving, Robin prepares his lunch more consistently, feels less lonely, and makes fewer anxious calls to his care team. His afternoons are more independent, and his family and case manager have noticed a positive change. Remote caregiving has proven to be a cost effective way to extend support beyond in-person visits, while giving Robin both companionship and confidence.

Before & After: Robin's Experience with Remote Caregiving

Focus Area	Before Remote Caregiving	After Remote Caregiving
Meal Preparation	Struggled to prepare lunch without in-person support; often skipped meals or felt anxious.	Receives video reminders and step-by-step cuing; consistently prepares lunch independently.
Emotional Well-Being	Experienced loneliness and anxiety in the afternoons.	Companionship through video calls reduced loneliness; afternoons feel more content.
Support Calls	Frequently called family, case manager, and agency staff for reassurance.	Calls diminished significantly as needs are met during remote sessions.
Independence	Dependent on in-person caregivers for most tasks.	More confident managing afternoons on his own with light remote support.
Care Team Efficiency	Case manager and caregivers spent time fielding nonurgent calls.	Remote caregivers meet needs directly, freeing case manager and family for higher priority tasks.

Tasks & Service Delivery Options

Remote Caregiving Tasks

Tasks that can be performed remotely are those that include reminding, oversight, monitoring, encouragement or cueing, and do not require hands-on personal care. For example, encouragement for personal hygiene, cueing for meal preparation, reminders for medications or blood glucose monitoring, or wellness checks.

Tasks that require physical hands-on assistance are not eligible for remote delivery.

Examples of remote tasks caregivers may assist with include, but are not limited to:

- Personal hygiene reminders
- Meal monitoring (if no swallowing concerns)
- Dressing cues (like changing clothes or dressing for the weather)
- Medication reminders and supply checks
- Scheduled toileting reminders
- Bathing encouragement
- Meal prep cues
- Online ordering for essential shopping
- Help arranging transportation
- Blood glucose monitoring
- Insulin injection reminders
- Oversight of nebulizer use
- Encouragement for movement and exercise
- Medical appointment reminders
- Support with behavior and de-escalation

Success Story

Choosing Another Way to Receive Personal Care

Jin had always been independent. After living alone, the idea of a caregiver in his home made him uneasy. He wasn't ready for that yet. Every time someone suggested in-home care, he politely declined.

But time had a way of revealing the truth. He began to feel overwhelmed by the growing challenges of managing his medication. He still didn't want someone coming into his home, but he knew it was time for support.

One day, while reevaluating his options with a case manager, he learned about remote caregiving. It was a perfect fit. Medication reminders, check-ins, and guidance would allow him to maintain his independence while receiving the support he needed.

"Sign me up!" Jin said. This was the solution he had been searching for.

Jin and his case manager are taking action to start his referral with Catholic Community Services so he can get the support he needs in a way that he chooses.

By choosing remote caregiving, Jin found a way to stay true to his independence while addressing the challenges of managing his health. The daily support gives him peace of mind without compromising his comfort at home. His story shows how remote caregiving can empower people to receive the care they need in a way that respects their preferences and preserves their autonomy.

Home Care Agency Participation

Starting January 2026

- Any contracted home care agency in Washington may offer remote caregiving as a method of delivering personal care services.
- Agencies must meet DSHS program standards outlined in the Statement of Work.

Preparing for 2026 Expansion

Contracted home care agencies interested in offering remote caregiving should consider the following steps before getting started:

- Review DSHS program requirements in the Statement of Work, and any additional applicable Management Bulletins pertaining to remote caregiving.
- Attend a Remote Caregiving training offering as they are made available.
- Discuss intent to participate with AAAs, ensuring updated provider lists and rate sheets indicate the contracted home care agency will be providing remote caregiving services.
- Explore technology platforms that utilize audio and video to deliver remote care, ensuing that platforms meet DSHS technology and HIPAA standards.
- Begin staff training in remote caregiving delivery by informing of Statement of Work details/parameters, reviewing and sharing provided training materials, and ensuring technology software and hardware proficiency.

Success Story

Remote Caregiving Helped Anna Stay Where She Belonged

Anna lived in a small rural community. Because she was so far from services, her family didn't know what options were available. Anna, however, wanted more than anything to remain in her home.

When Anna's case manager first mentioned the idea of remote caregiving, she wasn't sure what to expect. But the pilot program quickly became a new path forward. At scheduled times, a Catholic Community Services caregiver appeared on her TV screen through a secure video call—checking in with a warm smile, reminding her about medications, helping plan meals, and making sure she was doing well.

The routine gave Anna the freedom to remain in her own home, surrounded by familiar comforts and daily rhythms she cherished. For her family, peace of mind was just as important. With permission from Anna, CCS securely added specific family members to the secure video platform so they could stay in touch with their mom and know she was cared for, even from a distance.

Eventually, Anna needed to move into a facility with more hands-on care. But both she and her family appreciated the extra time she was able to spend in her own home, supported and connected through remote caregiving.

Guidance for Participating Home Care Agencies

If the contracted home care agency is participating in remote caregiving, they will work with the client to determine if remote caregiving is appropriate and coordinate with the case manager to set up and provide remote caregiving services.

Home care agencies may also reference their Statement of Work and contact their AAA for more detailed assistance and support. Additional details may also be available in relevant Management Bulletins.

Care Plan Documentation

When providing remote caregiving, the contracted home care agency must document this in their home care agency plan of care. If the contracted home care agency is not using their own home care agency plan of care, this must be added to the DSHS plan of care.

Caregiver Qualifications & Duties

Any workers providing remote caregiving must be a qualified long-term care worker. If the worker is not a qualified long-term care worker, an overpayment will be assessed per section IV Billing.

Task Sheets

A form (electronic or paper task sheet) verifying task performance shall be kept for every client utilizing remote caregiving. Task sheets for remote caregiving or in person tasks can be separate or combined.

Electronic Visit Verification

Electronic Visit Verification requirements will apply to any remote care claims submitted by home care agency providers. This process will remain consistent with billing for other personal care services and respite care services provided by an agency employee, with one new step added beginning in 2026: home care agencies will utilize the secondary modifier of "GT" when billing for remote caregiving services provided. Home care agencies may utilize their physical office locations for EVV purposes. If the worker is not in the office, they may use the location they are working from for EVV purposes.

Ongoing Support & Resources

Home care agency administrators and staff can attend Remote Caregiving trainings as they are offered to stay current on best practices, understand lessons learned in the pilot program, and have a chance to have their questions answered.

Additional resources are available on the remote caregiving website to support successful implementation. Social media campaigns will also be active on Facebook, Instagram, and Nextdoor to support the remote caregiving expansion; home care agencies are encouraged to share and promote this information where applicable to increase client awareness of the new remote caregiving services option.

Equipment and Technology Guidance for Home Care Agencies

Setting up technology for remote caregiving is a key part of helping clients access this flexible and person-centered service. A clear process for assessment, setup, training, and privacy protection will help remote caregiving succeed for clients and caregivers.

Getting Started

Before your home care agency begins offering remote caregiving, it's important to review the requirements in your Statement of Work and understand what is needed to support clients successfully. Home care agencies may choose to supply equipment (hardware) and technology (software, internet, apps, etc.) or coordinate with case managers to help clients obtain their own equipment. Both approaches are allowed, but agencies are strongly encouraged to supply the equipment and technology whenever possible because it reduces delays, improves client access, and ensures that all equipment is compatible and meets program standards.

As you prepare to launch remote caregiving, your agency should:

- Review your budget, consider lessons learned from the remote caregiving pilot, and determine your agency's equipment (hardware) and technology (software, internet, etc.) that will be utilized by agency administrators, caregivers, and clients.
- Confirm the technical specifications required for your chosen remote caregiving platform, selecting software that supports secure audiovideo communication and meets privacy and security requirements listed below and in your Statement of Work.
- Identify compatible devices for client and staff use, also ensuring they meet privacy and security requirements listed below and in your Statement of Work.
- Standardize internal processes for documenting referrals and tracking remote care clients.
- Train staff on remote caregiving technology, expectations, and privacy practices.
- Update provider lists and rate sheets with the Area Agencies on Aging to reflect your agency's participation and equipment availability.
- Plan for client installation, onboarding, and technical support before services begin.

Privacy and Security Requirements

All technology used for remote caregiving must meet strict privacy and security standards. Agencies are responsible for ensuring that:

- The remote caregiving platform is HIPAAcompliant.
- Communication is encrypted.
- No audio-video sessions are recorded.
- Staff are trained in remote caregiving policies, privacy expectations, and safe practices.

Agencies should also develop clear internal policies about camera use during sensitive personal care tasks and inform clients of these policies.

Assessing Client Readiness for Remote Caregiving

Clients interested in remote caregiving will be referred by case management staff or identified by the home care agency. Before equipment and technology are installed, the agency should complete an initial visit with the client to determine if the client can safely and successfully participate in remote caregiving.

Home care agencies should:

- Confirm personal task needs, and that remote tasks do not require handson assistance.
- Identify physical, cognitive, or environmental barriers that may affect technology use and problem solve solutions or determine if barriers will prevent remote caregiving service delivery.
- Evaluate the client's comfort with equipment and technology.
- Evaluate equipment needs and internet connection availability and stability.

Setting Up Technology in the Client's Home

Once the client is approved for remote caregiving, the home care agency will help set up the equipment and software. All remote caregiving must use **both audio and video**, and all technology must meet **HIPAAcompliant telehealth standards**. During setup, agencies should:

- Install and configure applicable equipment and software, ensuring equipment is secure and any external cameras are positioned safely for clear interaction.
- Confirm the home has a stable internet connection and enough data to support scheduled audiovideo visits.
- Review privacy expectations with the client, including when cameras should be turned off. Features like autoanswer or builtin lens covers can add ease and security.
- Provide handson training so the client can answer calls, adjust volume, and handle simple troubleshooting. If equipment is supplied through other means, the agency and case manager should coordinate training and ongoing tech support.
- Complete all required consent and documentation.

Equipment Costs and Replacement

Equipment costs vary depending on the hardware and software selected. In the remote caregiving pilot, equipment (hardware) and software were arranged, purchased, and installed by the home care agency. Details on the equipment used in the pilot, along with estimated one-time and recurring costs are included in this toolkit.

When equipment breaks down, home care agencies should follow DSHS and internal home care agency policies for equipment breakage, replacement, and ongoing technical support.

Why Agencies Are Encouraged to Provide Equipment

Agency-provided equipment is strongly recommended to aid with smooth and quick service delivery. Findings from the 2024–2025 remote caregiving pilot showed the cost of basic equipment and technology was minimal and recouped quickly from scheduled remote caregiving client sessions.

Providing equipment directly offers several advantages:

- Faster setup: Clients begin receiving services sooner because the agency controls the equipment and installation timeline.
- Fewer barriers: Clients are less likely to face delays related to ordering, shipping, or funding approvals.
- Better compatibility: Agencies can choose devices that work reliably with their remote caregiving platform.
- Consistent support: Agencies can train clients on familiar devices, making troubleshooting easier.

Supplying equipment and technology also reduces the risk that clients will be unable to participate due to technology challenges, limited income, or lack of access.

When the Agency Does Not Provide Equipment

Agency-provided equipment, technology, training, and support will yield faster service delivery. Setup processes may be longer and require more coordination when the agency does not provide the equipment. In cases where agencies are not providing equipment, agencies should:

1. Notify the client's case manager of the exact equipment and software specifications needed for the agency's remote caregiving platform/model and request assistance.
2. Work with the case manager, who will assess the client's benefits for assistive technology funding and try to procure the required items in a timely manner. Technology specifications will be needed from the agency and additional support may be required.
3. Coordinate training and setup with the case management staff once the equipment arrives, including installation, testing, and client instruction.

Equipment Details from the Remote Caregiving Pilot

Catholic Community Services provided all hardware, software, installation, and training for staff, clients, and some family members during the Remote Caregiving Pilot from 2024-2025.

While the agency covered the costs—approximately $100 for a one-time monitor/TV purchase and around $30 per month for Wi-Fi and the OnScreen device—they found the return on investment worthwhile. Importantly, clients did not pay for any of the technology and set-up was seamless.

Although agencies are not required to use OnScreen and may choose any HIPAA-compliant audio and video solution, Catholic Community Services demonstrated in the pilot that selecting user-friendly technology with strong support features can significantly improve the success of remote caregiving delivery.

Visit our website for videos of the OnScreen platform used in pilot!

Technology Lessons Learned from the Remote Caregiving Pilot with Catholic Community Services

During the remote caregiving pilot, Catholic Community Services implemented a secure audio-video system using OnScreen technology to connect caregivers with clients. The system was designed for ease of use, featuring an auto-answer function that allowed clients to receive scheduled video calls without needing to press buttons or navigate menus—an important feature for people with limited tech literacy.

The device connected to a television and automatically turned on when a call was received, creating a hands-free experience that was simple and reliable for both clients and caregivers. CCS also appreciated the system's administrative and reporting functions, as well as the ability to include family members in the secure, closed-loop network with client permission.

Success Story

Mary's Story

Mary had an in-person caregiver through a home care agency but couldn't find a morning caregiver to help her get through her routine. She agreed to try remote caregiving to fill her need.

Every day, at 8 a.m., an experienced caregiver from Catholic Community Services contacted her, via a television screen and Onscreen technology. The caregiver checked in on Mary, watched her take her morning medications, and talked her through the steps to make her coffee & breakfast, providing her with supervision & companionship in the process.

Remote caregiving gave Mary the structure and companionship she needed to start her mornings confidently. It ensured her medications were taken on time and her breakfast routine was supported, reducing stress and loneliness. When an in-person caregiver became available, Mary transitioned smoothly, but her experience shows how remote caregiving can provide reliable, flexible support during gaps in traditional service delivery.

Frequently Asked Questions

What's the difference between remote and in-person caregiving?

Remote caregiving uses qualitfied caregivers in real time, over secure video, to deliver non-physical support with personal care tasks. It complements or replaces in-person visits depending on client needs.

What if a client doesn't have internet or a device?

Agencies help clients access and learn to use the necessary technology. Case management staff may also be a support for helping clients access their assistive technology benefit to obtain equipment.

Is remote caregiving paid?

Yes. Qualified caregivers are compensated through their agency, just like in-person roles.

Can remote caregiving replace in-person care?

No, remote caregiving can't replace a task that needs to be done in person.
It works when:

- A client is waiting for an in-person caregiver.
- A client doesn't need or want someone physically present but needs remote help like reminders, cueing, and encouragement.

Is remote caregiving a good option when a client cannot find an in-person caregiver?

Yes, remote caregiving can be a good solution for checking on a client and providing reminding, oversight, monitoring, encouragement, or cueing for tasks that do not require hands-on assistance when a client is waiting for an in-person caregiver.

What if a client's condition changes—can remote caregiving be adjusted?

Absolutely. Remote caregiving is flexible and can be scaled to meet the client's evolving needs.

What happens if a remote session is missed or interrupted?

Agencies should establish clear policies that outline the steps remote caregivers must take when clients are unavailable for their scheduled visits.

How often should remote caregiving sessions occur?

Frequency depends on the client's care plan and needs.

How do I know if a client is a good fit for remote caregiving?

Assess whether the client can use video, if their care needs can be met safely, and if remote support makes sense.

For more information on remote caregiving, visit our website.

Official DSHS Resources

- Remote Caregiving Program Overview
- Remote Caregiving Partners & Agency Info
- DSHS-supplied Client Flyer
- DSHS Remote Caregiving Publicity Materials

Contact Information

- **Clients:** Contact your DSHS case manager or care coordinator.
- **Agencies:** Email RemoteCaregiving@dshs.wa.gov for program details.

Communications & Messaging Resources

Talking Points for Client Conversations:

- "You now have the option to receive support with some tasks without someone needing to come into your home."
- "This can be a great solution if a caregiver isn't available, or if you just want more privacy."
- "Remote caregiving can help with things like task reminders, wellness checks, and medication reminders."
- "It's a flexible kind of care and support. You decide when and how it works best for your routine."
- "It can be used for brief reminders in between the in-person visits from your regular caregiver."

Approved Messaging & Social Media Assets

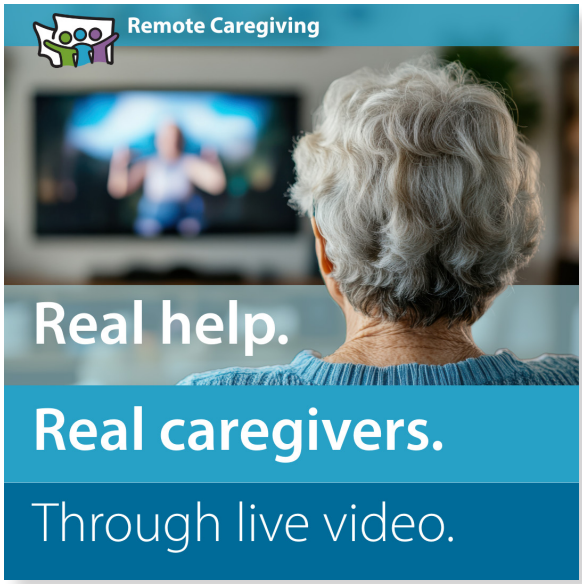
A new DSHS website is expected to launch in mid-2026, and URLs may change; on the new site, search for remote caregiving.

To help increase public awareness of Washington's Remote Caregiving program, agencies are encouraged to share approved content on their social media platforms. The goal is to inform communities about the availability, benefits, and impact of remote caregiving services — especially for clients in rural areas or those needing flexible support.

- **Sharing directly from the official DSHS Social Media pages is an option:**
  facebook.com/WashingtonDSHS
  https://instagram.com/wa_dshs
  NextDoor: Washington State DSHS Communications Team
  LinkedIn
  @wadshs.bsky.social
  https://x.com/waDSHS
- **Link back to the official program page** in posts: dshs.wa.gov/RemoteCaregiving
  This ensures your audience has direct access to accurate information, program details, and answers to common questions.
- **Tag DSHS when reposting** to help extend the reach.

Partners may use these approved posts or share content directly from DSHS social media channels. Remote Caregiving Publicity Materials.

Social Media 1



Headline:
Real help. Real caregivers. Through live video.

Post Text:
More people are needing personal caregiving to remain at home, but the number of available caregivers isn't keeping up. That's where remote caregiving comes in.

Using screen-based technology, certified caregivers can support people virtually with medication reminders, cueing for tasks in your daily routine- like preparing meals, and friendly check-ins to see how you are doing.

- Great when in-person caregivers aren't available.
- Perfect for those who prefer virtual support.
- Works seamlessly alongside in-person care.
- Remote caregiving is helping Washington residents get the care they need with flexibility, reliability, and a personal touch.

Learn more:
DSHS Remote Caregiving Program
#RemoteCaregivingwa

Social Media 2

Headline:
Choosing Another Way to Receive Care

Post Text:
Jin wasn't ready for someone to come into his home. He wanted independence but also needed support to continue living safely at home. Remote caregiving was the perfect fit: medication reminders, live video check-ins, and guidance with tasks like preparing meals. All without a home visit. Now he's starting his referral with (insert your agency name here) home care agency, to get care in a way that works for him. Learn more about eligibility: DSHS Remote Caregiving Program #RemoteCaregivingwa

Social Media 3

Headline:
Recover at home with support that fits.

Post Text:
Heading home from a hospital or care facility? Remote caregiving helps you stay on track with recovery, through live video check-ins for reminders, and help managing daily routines. This service is available to people who qualify for in-home personal care and have some care needs that don't require hands-on assistance.

Learn more:
DSHS Remote Caregiving Program
#RemoteCaregivingwa

Social Media 4

Headline:
Care, connection and support.

Post Text:
You can combine remote caregiving with in-person support to get help that fits your life and helps you remain home. Certified caregivers offer support through secure technology, including medication and grooming reminders, wellness check-ins, and emotional encouragement. You can also receive hands-on care when needed. This flexible approach is ideal for people transitioning home from a hospital or anyone who wants extra support between in-home caregiver visits. Learn more about eligibility: DSHS Remote Caregiving Program #RemoteCaregivingwa

Hashtags:
#RemoteCaregivingWA
#DSHSRemoteCare

Generic Graphic 1

Generic Graphic 2