

HOME VISIT SAFETY CONSIDERATIONS FOR MEDICARE AGENTS

While most home visits are positive and uneventful, it's important to stay alert and take precautions to ensure your personal safety.

Situations you may occasionally encounter include:



Protective or
unpredictable pets



Loud or disruptive
environments



Inappropriate
behavior or comments



Presence of weapons
or signs of aggression



Distressed, hostile, or
unstable individuals



Intimidating
neighbors



Questionable
food and drinks



Angry or
distraught clients

Remember: Trust your instincts. If something feels unsafe, end the visit and report the incident through the appropriate channels.



Prepare Ahead of Time

Look up the neighborhood. If it seems unsafe, consider doing a virtual meeting.

Ask clients to keep pets kenneled or in a separate room.



Bring Your Own Bottled Water

Think twice before accepting food or drink. Aside from tampering concerns, there could be concerns over hygiene, and it can make the visit seem more social than professional.



Share Your Location

Let a friend or relative know your schedule.

Use a location sharing app like Life360 or the location sharing feature in Google Maps.



Park Safely

Park nearby, in a well-lit area.

Do not leave valuables visible in your car.
Make sure you can leave quickly if necessary.



Be Aware of Your Surroundings

Assess the home and surrounding area for possible dangers.

Know your exit route, and make sure you're not being blocked in.



Be Careful About What You Bring

Avoid wearing expensive jewelry.

Consider carrying pepper spray. (Review your state laws first. Pepper spray is legal in the U.S., but some states may have restrictions.)

Make sure your phone is charged so you can call for help.



Speak Up

If something is making you uncomfortable, say something.

For example, ask for a pet to be put in another room or the television volume to be turned down.



Trust Your Instincts

If you feel unsafe, leave. No commission is worth your safety.

Avoid escalation. If necessary, give an excuse to leave quickly, for example, say you're not feeling well or you have another appointment.