

Personalized Service for Your Medical Supply Needs

BAYSTATE OPENS SECOND STORE IN WARE

By Trish Perrault and Chuck LeDoyt



Gisele Livingstone, Customer Service Coordinator

Think personalized customer service is hard to find today? Not when it comes to Baystate and your medical equipment and supply needs. While there are many places to purchase medical products and supplies including big box and chain stores, some pharmacies, and on the web, how can you be sure you're getting what's appropriate for your needs without guidance from trained, knowledgeable advisors?

For the past few years, customers in Franklin County have found the answer by shopping at Baystate Home Infusion & Respiratory Services' retail medical store at Cherry Rum Plaza in Greenfield.

With the opening of a second BHI&RS store at Baystate Mary Lane Hospital (85 South Street, Ware) earlier this year, residents there can now receive this same individualized attention. Conveniently located on the ground floor near the hospital's Gift Shop, the store hours are Monday through Friday, 9 am to 4:30 pm.

Staffed by highly trained and dedicated advisors, both locations offer a wide selection of medical equipment including canes, crutches, wheelchairs, rollators, bath safety products, and seat lift chairs. There are also home medical products such as digital blood pressure monitors, foot spas, and first aid kits. Medical professional items include stethoscopes, bandage scissors, and CPR masks, just to name a few.

Gisele Livingstone, the Customer Service coordinator for the Ware store, says, "Whether shopping for yourself or for a loved one, selecting those items that best suit your individual needs, when faced with so many options, can be an overwhelming task. That's where we can help!"

As a not-for-profit company, BHI&RS not only offers high quality medical products and personal attention but very reasonable pricing as well. Carol Bettinger, coordinator for the Greenfield store explains, "We brought in an economy transport chair advertised and sold at a competing drug store; it's made by one of the manufacturers we also use, but we stock their lightweight deluxe model as our standard. Side by side, customers, see first-hand the difference in weight and other amenities; we have yet to sell the economy version."

Livingstone explains further, "It's important that customers receive the right products and proper fit, otherwise they will not get the best results, which may prolong recovery or possibly even

make their condition worse. We understand this and consult not only with the customer, but their physician and other health care professionals as needed."

Another very important feature BHI&RS offers that is unavailable at many retailers is the ability to bill an individual's insurance. "We contract with most insurance providers and are able to assist customers in obtaining coverage for any items covered under their particular plans," says Bettinger.

For more information about Baystate Home Infusion & Respiratory Services retail stores, visit baystatehealth.org/bhirs or call the Ware store at 413-967-2855 or the Greenfield store at 413-773-2378.

