



New owners of MEDchair Markham focused on enhancing customer experience

Markham, ON (November 12, 2009) -- "In the Home Medical Equipment (HME) business, customer service is a top priority," says Rose Titus, who along with husband Don are the new owners of MEDchair Markham located in 5293 Highway 7 East. "Both Don and I have successful track records as business managers and we understand the importance of enhancing the customer service experience. Our mission at MEDchair Markham is to find the right HME solution for each individual to maximize their quality of life."

Rose Titus adds, "With a population surging past 275,000, the town of Markham has gained a reputation as Canada's High-Tech Capital with more 900 High-Tech and Life Science companies. From a growth perspective, the future for MEDchair Markham looks bright. The reasons for our optimism are based on three key factors. 1.) Homeowners are remaining in their homes longer than ever before. 2.) The number of people who are recuperating at home from sports injuries, surgeries and other illnesses is increasing steadily. 3.) Baby Boomers (zoomers) are reaching a time in their life when they are increasingly requiring home medical equipment to maintain and enhance their quality of life."

To accommodate customer requests to test drive various products prior to purchase, MEDchair Markham consolidated its two small showrooms into one large retail space that allows customers to properly experience HME products that range from walkers to power wheel chairs and scooters.

"At MEDchair Markham we want our customers to learn first-hand about all the technological advances in HME products, and about our services," explains Rose Titus. "In fact, we were surprised to learn many Markham residents were unaware that for seniors who don't drive and for others with physical and/or mobility challenges, MEDchair Markham makes house calls. We also pick up and deliver HME products."

MEDchair Markham also researches and sources all available funding options through service organizations if equipment or home modifications are not funded through the Assistive Devices Program (ADP). "We are an approved and registered ADP vendor. We also work closely with our clients some of whom may choose to finance their purchases through flexible monthly payments over an extended period of time with credit approvals conducted in some cases the same day right in the store."

The company is also a strong proponent of offering customers value added services like its home delivery and pick-up of products. "We have a Registered Respiratory Therapist on staff with more than 25 years of experience to provide superior sales and technical support to all our respiratory needs clients. Many area physicians and other health care professionals refer clients to MEDchair Markham because of these value-added services plus the fact that we provide mask fittings on-site, no charge, detailed instruction on use and care of equipment and extensive follow-up with clients at one, three and six-month intervals over a five-year period. We also go the extra distance in providing prescribing physicians and occupational and physiotherapists with detailed client reports to ensure complete care consistency."

About MEDchair 'the home medical equipment specialists'

MEDchair, a LifeMark Health Management company, is North America's largest and fastest growing Home Medical Equipment (HME) franchise company with stores from coast-to-coast in Canada. MEDchair stores carry a comprehensive line of Home Medical Equipment products including wheelchairs, scooters, lift chairs, bathroom safety products, home accessibility solutions, and soft/disposable personal health care products such as incontinence supplies, wound care, compression, and bracing. These specialty products are designed to enhance the quality of life for people experiencing disabilities, injuries, surgeries, and aging. MEDchair prides itself on providing caring, knowledgeable and highly trained consultants committed to finding the right home health care product solution for each customer. MEDchair also promotes good health through its public education and awareness programs, and through its adherence to best practice management.

www.medichair.com www.markham.medichair.com