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Owner of Tri-County Medical saw a need and met it

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Since Tri-County Medical & Ostomy Supplies opened its doors in 1977, it's been a family-owned business with a nurse at the helm, ensuring professional service along with high-quality products.

Founder Jim Odom was a registered nurse and saw the need for a specially trained health care professional to assist customers who had an ostomy, a wound or a urological condition. He went back to school at Emory University in Atlanta to become certified as an enterostomal therapist, now called a wound ostomy continence nurse.

After Odom died in 2005, his daughter Jama Frazier became president of the company. As a graduate of East Tennessee State University School of Nursing and Milligan College's business administration pro-



Ron Campbell/Johnson City Press

Tri-County Home Medical Equipment and Ostomy Supplies, 1904 Knob Creek Road, Suite 1

gram, Frazier was well equipped to take over the reins. Her background includes home health care, medical surgical nursing

and long-term care. She also is a certified case manager and has worked for two health insurance companies in this capacity. In

2006, Frazier returned to school — also at Emory — to be certified as a wound ostomy continence nurse.

In 2007 Jama's husband, Jim, joined the company.

"Customer service is the key to our success," Frazier said. "We have a total of six employees — including Jim and myself — who are more than dedicated to meeting the needs of our customers. We listen to our customers and we know each customer is unique and has different needs."

Manager Marcia Isom and customer service representatives Jennifer Baysinger, Wendy Blackburn and Crystal Harris know that meeting the customer's needs is the number-one priority, Frazier said. "Their dedication and hard work have had a positive impact on business growth and customer satisfaction. Our employees have over 44 years of combined experience in the health care field."

The company was accredited

in 2008 by Accreditation Commission for Health Care and is a member of the Tennessee Association for Home Care.

Products include a large selection of items to assist patients with daily living, basic and advanced wound care products, ostomy and urological supplies, durable medical equipment, compression hose, splints and braces, foot care products, clinical supplies and bath safety aids.

Special ordering for hard-to-find items and mail-order service are available. "Offering these services allows us to reach a greater number of customers," Jim Frazier said. "This, along with providing one-on-one service to the customer and offering them a large product selection, allows us to maintain our growth and remain a thriving family-owned business."

Tri-County Medical & Ostomy Supplies is at 1904 Knob Creek Road, Suite 1, in north Johnson City across from Mahoney's.