We take pride in our attentive customer service. We look forward to making the delivery of your factor and supplies quick and easy. You can reach us at 617-265-3323 during normal business hours. After-hours, this number connects you to our answering service. They will page us, at your request, for urgent shipments.

**John Pelkowsky** has been the pharmacy manager at Boston Hemophilia Center since 2005. John began his career at Eaton Apothecary, where he has worked in various settings for over 25 years. He has a bachelor’s degree in pharmacy from Northeastern University and a standing license in the state of Massachusetts. John has three daughters, ages 12–17. John is a handyman; he fixes and improves everything around him.

**Yuliya Bratnikov** has been the staff pharmacist for the Boston Hemophilia Center since 2006. A Massachusetts licensed pharmacist, she graduated from Northeastern University with a Pharm.D. and has been working for Eaton Apothecary since 2002. Yuliya participates in numerous volunteer projects abroad. Yuliya, has done intensive studies in holistic health care. In addition to English, Yuliya speaks Spanish and Russian.

**Christine Chau** has been the dedicated pharmacy technician for the Boston Hemophilia Center since 2007. A nationally licensed pharmacy technician, Christine has a bachelor’s degree in pharmaceutical science from Mass College of Pharmacy and has been working in the field since 2006. Christine spends all her free time spoiling her two nephews, ages 2 and 4. She also studies and is very interested in holistic health. In addition to English, Christine speaks Vietnamese.

**Clifford Haas** has been the Factor Program Administrator/Operations Manager since 2001. Cliff holds certifications in computer applications, massage therapy and as a Basic EMT. Cliff graduated from an associate degree nursing program in June 2011, and is currently pursuing a bachelor’s degree in nursing at UMASS Boston. In addition to spending time with his family (wife, two daughters, ages 10 and 13, and a parrot), Cliff’s interests span the areas of industrial design, humor, music, movies, photography, the power of faith and the great outdoors.

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