

## Baystate Health Online Verification Process

updated 09.20.18

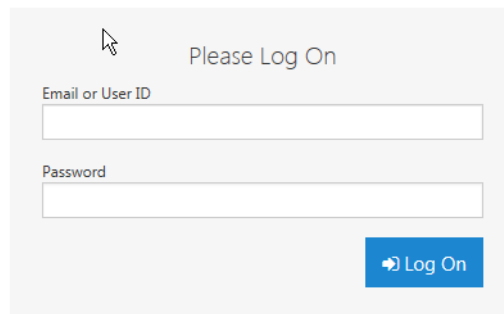
After signing up to receive verifications, there is no need to send a hardcopy request.

For verifications please click on the link below and see the instructions that follow.

<https://iresponse.baystatehealth.org/iresponse/>

After providing a limited amount of information, you will be able to obtain access to the information you have requested. (Note: if you had this link has been saved to your favorite in the past, it will no longer work as our web site has been updated, so you must start fresh).

Click on the the gray head at the bottom to register if you are a new user; else, log in with your email and password as seen below:



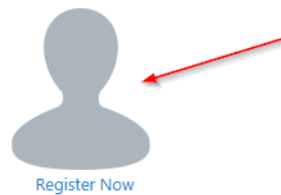
Please Log On

Email or User ID

Password

Log On

First Time Here?



Outside organizations may request verification of providers in good standing who are on staff at the following hospitals:

- Baystate Medical Center
- Baystate Franklin Medical Center
- Baystate Noble Hospital
- Baystate Wing Hospital and Mary Lane Outpatient Center

If you are registering **as a new user**, you will be prompted to fill in the following fields:

- First Name
- Last Name
- Title
- Company/Organization
- Address
- City, State, Zip
- Telephone Number
- Email Address
- Password (password must be a minimum of 6 characters/numbers or any combination thereof)
- Confirm Password
- In your profile check off the “remember my password” box, unless you are on a public computer.

After providing this information click on "*Search for Providers*" where you will be prompted to enter the provider's **last name**. The system will run a search for providers matching the information you have entered. Once the provider is located, click on the name and a letter will automatically be generated, indicating that the provider is a medical staff member in "good standing".

If you are unable to locate the provider for which you are requesting information, please call 413-794-3489.

The iResponse system will store your e-mail address and password for future use for a period of 12 months. When accessing information after initial set-up you will be prompted to enter your e-mail address and password. If no additional electronic inquiries are received after 12 months, the system will deactivate your password and you will be required to re-establish access to the system by following the steps identified for first time users.

If you have any questions regarding this information or require further assistance please contact us at (413) 794- 4281.

Sincerely,

**Baystate Medical Center**

Medical Staff Office