

Welcome to

Daniels Health



Welcome



It is with great pleasure we welcome you as a partner.

We are excited to be able to serve you in managing your healthcare waste management and are committed to making the transition from Medsharp Disposal to Daniels Health as seamless as possible.

As a family owned business we have a great [story](#) that is tied into a pretty inspiring mission - making healthcare safer. For 37 years, Daniels solutions have protected healthcare staff in over 20,000 facilities across six countries. Through clinically-designed containment systems that reduce needlesticks and infection risk, national service capability with local experts, and a service solution that is remarkably different in its approach, we are passionate about driving clinical outcomes through every healthcare facility we partner with.

At Daniels we take very seriously our responsibility in providing a vital service that supports patient care and we want to deliver our best for you through our services, our support, and our people. We want to keep you in the conversation; making it easy for you to make changes to your service, being able to recognize when we excel and being able to call for help when something's not quite right. To assist in the transition of services to Daniels Health we have set up a webpage with FAQs danielshealth.com/daniels-medsharp and we've even set up a webpage just so you can let us know how we're doing in supporting your needs danielshealth.com/experience

We are so happy to have you on board and look forward to a longterm partnership of making healthcare safer.

Thank you for the opportunity to work together.

Yours sincerely,

Dan Daniels

Now that we're connected...

Here are some resources to help you optimize the safety, efficiencies and environmental impact of your healthcare waste management.



Visit danielshealth.com/experience ►

We want you to always feel that your voice is important. Visit our 'Experience' page to quickly navigate who to talk to, submit testimonials or complete a survey to let us know how we're doing in our job of serving you!



Knowledge Center | [Blog](#) ►

Housing the latest research in needlestick injuries, state regulations on medical waste handling, tips on better segregation, and articles that give you an insight into "what makes us tick", our knowledge center is full of rich content designed to help you maximize your safety, compliance and environmental footprint.



Knowledge Center | [Education](#) ►

We want you to be equipped to achieve 100% safety and compliance through your healthcare waste management program. Download Safe Operating Procedures, waste segregation posters, waste audit instructions and more in our Education hub.



[FAQs](#) ►

Have a question? We have answers! Our FAQ library is designed as a quick resource hub for commonly asked questions. And, if you can't find the answer you're looking for, chat with one of our customer excellence advocates via our online chat function!

Daniels Communication Tree



Have a question or concern about your account?

Here's who to talk to!

Account Information

- ▶ Who is my account manager?
- ▶ I haven't seen an invoice. Where are you sending them?
- ▶ I would like to update my account information. Who do I talk to?



Customer Excellence

care@danielshealth.com
888-952-5580



Manifest



I need a copy of a past manifest.



I need a copy of my COD.

Customer Excellence

care@danielshealth.com
888-952-5580



Where can I download my manifest **prior** to March 28, 2023?

Log In

Billing

- ▶ I have a question about my invoice or statement.
- ▶ I don't agree with a charge on my invoice.



Visit our [billing page](#)

If you need additional assistance:

- ▶ I need a copy of my invoice.
- ▶ I want to update my billing contact information.



Customer Excellence

care@danielshealth.com
888-952-5580, Option 8

- ▶ I would like to make a payment.



Contact Accounts Receivable

arus@danielshealth.com
312-546-8900, option 3

Daniels Communication Tree ○

Service

- ▶ I want to set up a new site.
- ▶ I need to add additional containers to my site.



Sales Team

usa@danielshealth.com
855-251-2655

- ▶ What is the status of my installation?
- ▶ I need a copy of my service schedule.
- ▶ I need to schedule a pickup.
- ▶ When is my next pick up?
- ▶ I need to cancel or reschedule a pickup.
- ▶ I need a waste report.



Customer Service

dothanorders@danielshealth.com
334-699-7711



Random & Imperfect Things That Happen

- ▶ What happens if a driver missed my stop?
- ▶ I dropped something in a sharps container that I need to get out.
- ▶ I lost my account details and don't know what I'm paying for.
- ▶ One of the Daniels staff didn't deliver a great experience. I would like to talk to someone about the experience I've had.
- ▶ I have an issue that I cannot get a resolution to, I need to escalate my problem to someone that can make things happen.



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Help us improve the
Daniels Experience ○

danielshealth.com/experience



Manifests - FAQs

How will I sign manifests?

You will sign a digital manifest on a **handheld device provided by our driver**.

How can I get a copy of the digital manifest?

Moving forward, we will be sending you copies of your manifests via email. There will be **two versions** of the e-manifest. **Version 1** will be emailed to you at service completion. Once we've signed off everything on our end (weight, verification, etc.), **Version 2** will be emailed to you, likely the day following service.

Version 1

Version 1 manifest form showing fields for waste collection and signatures. Red boxes indicate "Values Not Yet Present" for signature fields.

Version 2

Version 2 manifest form showing fields for waste collection and signatures. Red boxes indicate "Values Filled" for signature fields and "Additional Signatures" for the certificate of destruction section.

Which email address are you using to contact me?

We will be contacting the email address that we have on file from previous communications. **To ensure we have your correct information, please email DothanOrders@danielshealth.com with your up-to-date email address.**

I currently use Compliance Publishing to access my manifests. Will I still be able to do that?

If you have existing Compliance Publishing access, you can still log in using your regular credentials to retrieve copies of manifests **prior to March 2023**.

From all of us at Daniels Health,

We thank you for choosing us as your partner. We hope that you will feel valued in every interaction you have with our team, and that through our products, services and support, we will together be able to make healthcare safer.



If, through your journey with Daniels, you have an exceptional or a less-than-satisfactory experience with one of our team, we would greatly appreciate your feedback.

[SUBMIT TESTIMONIAL >](#)