

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 Medigreen Waste Services 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 36 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-medigreen 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!

[CLICK HERE TO TAKE OUR SURVEY](#) ►

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

customerservice@medigreenwaste.com
800-652-9203



Manifest



I need a copy of my manifest.



My COD/Manifest is not in FileHold.



I need my FileHold log in.

Customer Excellence

care@danielshealth.com
888-952-5580



Where can I log in to download my manifest?

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

customerservice@medigreenwaste.com
800-652-9203

- ▶ I would like to make a payment.



Contact Accounts Receivable

arus@danielshealth.com
312-546-8900, option 2

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
407-378-1805

- ▶ 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 Excellence

customerservice@medigreenwaste.com
800-652-9203



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

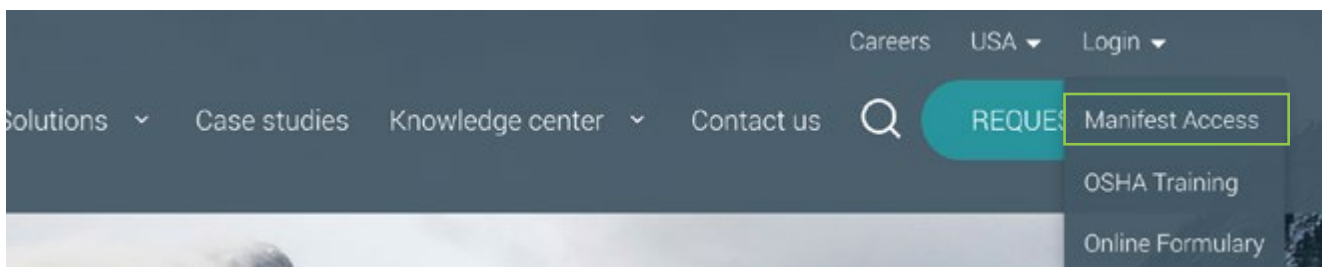


Instructions for

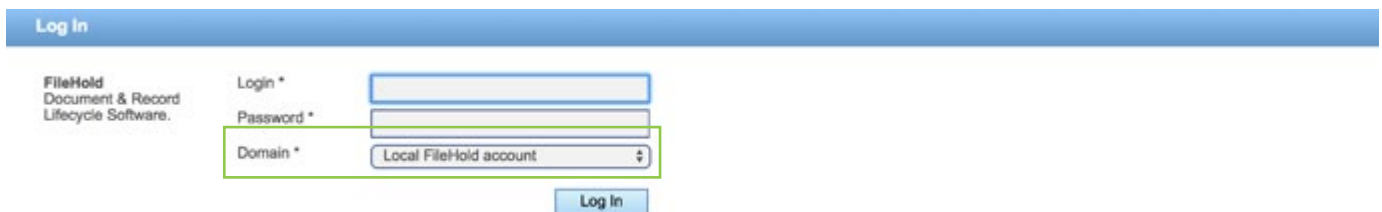
○ Accessing Your Manifest

1 Go to WWW.DANIELSHEALTH.COM >

2 Select "Manifest Access" under the Login tab on the top right corner of the screen.

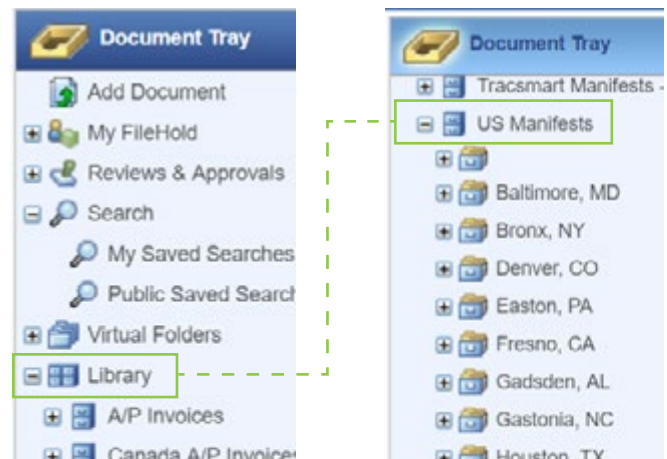


3 Enter Username and Password when redirected to the Filehold portal. Be sure the domain reads "Local Filehold Account".



4 Under Document Tray expand the "Library" tab

5 Next expand "US Manifests" and select the plant that services your facility.



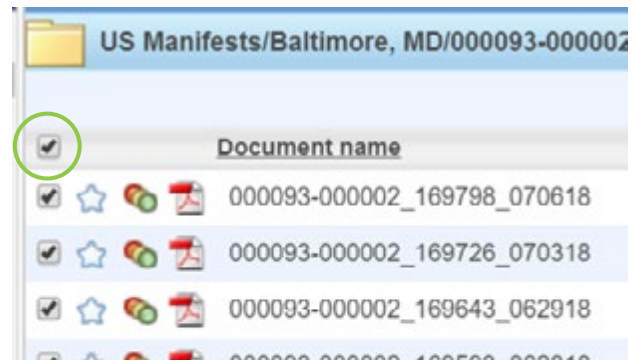
6 Once under the folder of your servicing plant you will need to identify your exact location either by customer number or name.

Instructions for **Accessing Your Manifest**

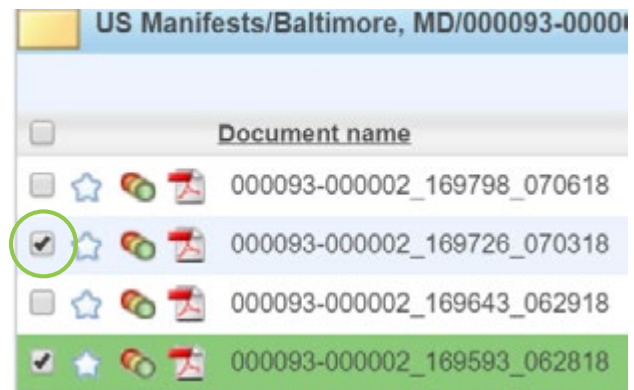
- 7 Once you have selected your site's folder you can download and view all manifests or individuals.
- 8 Manifests will be listed in order of pickup dates starting with the most recent service date

Document name	Pickup Date	Last Modified On
000093-000002_169798_070618	07/06/2018	7/17/2018 12:08:50 PM
000093-000002_169726_070318	07/03/2018	7/17/2018 12:25:07 PM
000093-000002_169643_062918	06/29/2018	7/17/2018 12:42:54 PM

- 9 To select all manifests check the box to the left of "Document name"



- 10 To select individual manifests check the box to the left of the desired manifests



- 11 Once the desired manifests have been selected, click "get a copy". Manifests will automatically download to your computer.
- 12 Access your "downloads" folder to select the files to view and print.

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 >](#)