

Midtown Surgery Center & Daniels Health Partnership: A Case Study



When treated like a commodity rather than a service, medical waste disposal can quickly become a burden, with high costs, missed pick-ups, and unnecessary patient interruptions.

For surgical centers like Midtown Surgery Center, this approach is unacceptable. That's why they turned to Daniels Health to develop a bespoke medical waste disposal program.

See how Daniels Health delivered exceptional service, support, and waste disposal systems for Midtown Surgery Center.

Challenges Facing Midtown Surgery Center



Unreliable service: Missed pick-ups creating overflow and compliance issues.



Lack of customer service support: No ability to contact a customer representative to address service issues.



Non-optimized waste containers: Containers too small for their location led to a high frequency of container turnover and unnecessary patient interruptions.



Subcontractors for hazardous waste: A divested hazardous waste service created confusion and additional opportunities for missed service.



Solutions Provided by Daniels Health



Exceptional Service: On-time service meeting full expectations of container disposal, maintaining regulatory compliance.



Full Support: Dedicated account manager and local operations team to address any issues and provide robust, quarterly reporting utilizing quantitative waste data.



Optimized containers & consultative approach: Right-sized containers to reduce container exchanges and minimize unnecessary patient interruptions.



All Waste Streams: We are a full-service provider with no subcontractors. Our dual permitted trucks enable us to efficiently and sustainably handle all waste streams in one truck.



BY WORKING WITH MIDTOWN SURGERY CENTER DIRECTLY WITHIN THE FOUR WALLS OF THEIR FACILITY, DANIELS HEALTH PROVIDED TAILORED SUPPORT THAT DROVE COMPLIANT, RELIABLE SERVICE.

What the Customer is Saying...



We switched to Daniels after using [an incumbent vendor] for years. Because the containers are larger, we have fewer pick-ups each month, which means fewer interruptions for our support staff in the ORs. With hazardous waste, it's important to have a provider that is completely compliant with DOH policies. Daniels demonstrates this through their extra safe containers and employee education initiatives (bloodborne pathogens in-services, OSHA guidance, etc.). Daniels is the best service at the most affordable price.

– Purchasing Materials Manager | Midtown Surgery Center

