



# Research Guide for Regulated Medical Waste Providers

The U.S. Department of Transportation (DOT) classifies medical waste as 6.2<sup>1</sup> hazardous material for transportation. The Occupational Safety and Health Administration (OSHA) and various state government agencies also seek to ensure this type of waste is properly handled, packaged, stored, hauled, treated, and disposed. To comply with regulations, protect employees and patients, and safeguard the environment, you must be confident your waste hauler is as committed as you are.

To ensure your business is protected, your medical waste provider should answer all of these questions.

## Competence

Question to Ask	Why this is Important	Stericycle	Others
<b>Are you financially stable and established?</b>	You want the assurance that a company will be with you for the long term.	Founded in 1989, S&P A rated, and the #1 expert in the industry. No worries in this area.	
<b>How good is your pickup reliability? 70%? 80%? 90%?</b>	Many states require that medical waste be removed within a specified period of time, or before becoming putrescent.	Stericycle's pickup reliability is 99.5%. <sup>2</sup> We have the largest fleet of trucks and have capacity for your special needs. And we have disaster recovery plans, assuring we can meet your needs in all situations.	
<b>What if I need to change my pickup schedule or have an emergency pickup?</b>	You need to be prepared for anything unexpected and need the flexibility to change your service schedule.	Stericycle has over 1,600 dedicated trucks just for medical waste. We have the most advanced logistics in the industry and can handle nearly any need or request.	
<b>Do you have full-time Environmental Health and Safety Staff who will make sure you are always current with regulations?</b>	The U.S. Department of Transportation, OSHA, and State agencies all regulate medical waste, and can change their requirements at any time.	Yes, and we inform customers of changes that affect them, as well as make all necessary changes to our procedures immediately.	
<b>What if I end up with a type of waste that I don't normally have?</b>	Some items (like tissue, trace chemotherapy, medicines) require special or rush handling.	Stericycle can compliantly handle all types of healthcare waste including sharps, pharmaceutical, controlled substances, hazardous and shredding.	
<b>If I have questions about regulations, who can help me?</b>	DOT and OSHA have extensive requirements for regular training, plans and written records.	Stericycle offers online training to help you remain compliant with DOT, OSHA, and even HIPAA.	

1. 173.134 Class 6, Division 6.2; 2. Based on missed stops report for medical waste YTD through September 20th.

## Convenience

Question to Ask	Why this is Important	Stericycle	Others
<b>How is your customer support?</b>	Will someone answer the phone when you call? Are issues going to be resolved, if they come up?	U.S. based customer service answers phone calls 12 hours/day, typically within 30 seconds. 90% of issues are resolved the same day.	
<b>Will I have online access to my account? Is it all in one place?</b>	You're busy and may not have time to call during the day.	24/7 online access on a single customer portal for: <ul style="list-style-type: none"> <li>• Scheduling and changing pickups</li> <li>• Viewing and paying invoices</li> <li>• Retrieving all shipping documentation</li> <li>• Training and training documentation</li> <li>• Posters and training materials for your staff</li> <li>• Purchasing sharps containers and other supplies</li> </ul>	

## Compliance Requirements

Question to Ask	Why this is Important	Stericycle	Others
<b>Are your drivers fully trained for all DOT mandated safety protocols? Do you employ your own drivers, or are they contracted?</b>	Many companies hire third parties that may not be familiar with how to properly transport, treat or track your waste.	All drivers for Stericycle are Stericycle employees, using Stericycle trucks. All required training and equipment is up-to-date. Drivers are people who live in your community and are locally dispatched.	
<b>How will you provide all of the tracking information that I'm required to have?</b>	U.S. DOT requires a minimum of 2 years' written records. <sup>3</sup> Many states require longer.	Stericycle's proprietary tracking system logs and archives every step. All records are maintained and available 24/7 electronically.	

3. 49 CFR 172.201

For more information, [click here](#) to download our free resource *Selecting a Medical Waste Disposal Company* or call **866-338-5120**.

