

## Pediatric Office Boosts Compliance and Streamlines Workflow with Trusted Medical Waste and Shredding Services



**Industry:** Healthcare

**Services Used:** Medical Waste Disposal  
Document Shredding

“Anything in the medical profession, you always need to have medical waste containers separate from your garbage. The Applied Innovation agreements that I’ve signed are easy to understand. There are clear invoices and clear billing. There’s no this person, that person. I was like wow, what other services do you guys have? And then he told me that they also offer shredding services. And so, I decided to pick up that service as well. Now, with Applied Innovation, I have more time on my hands to work on other things that are important.”

**RACHAEL CHARACH**  
Office Manager, Kidz1st Pediatrics

### Customer Challenge

Kidz1st Pediatrics, a Michigan-based pediatric clinic serving approximately 4,000 children per year, was facing ongoing frustration with its medical waste service providers. Despite trying multiple vendors, their Office Manager of 16 years struggled with inconsistent billing, delayed responses, and lack of transparency. These issues were not only administrative burdens, they also risked compliance lapses tied to the proper handling and timely disposal of Sharps containers. She needed a responsive, trustworthy partner with clear agreements and reliable service to protect the clinic’s operations and free up time for more strategic work.

### Applied Solutions

Applied Innovation stepped in with a responsive, fully compliant solution for medical waste removal. Pick-ups were completed on schedule, with the required certifications and documentation delivered each time. Invoices were clear and predictable, resolving the frustration that had previously taken up too much of the clinic’s time. Impressed by the simplicity and professionalism, the Office Manager expanded services to include Document Shredding. The partnership has grown steadily, with Applied Innovation’s performance earning trust and positioning the company for future services, including copiers and printers when the current lease expires.

### The Benefits

Maintained regulatory compliance with documented Sharps disposal

Ensured smooth operations with on-time pick-ups and no workflow disruption

Eliminated billing errors with transparent, consistent invoicing

Protected sensitive information via secure shredding services

Reduced staff stress with streamlined vendor communication

Freed up time to focus on clinic priorities and patient care



At Applied Innovation, we have nearly four decades of technology expertise, 550+ team members, world-class brand partners, and a passion you’ll rarely find in a business like ours. Plus, as an independent dealer, we have the autonomy to always do what’s right for you. Whether your goal is adopting new technologies, making smarter use of the tools you already use, or maybe a mix of both, our people are always available. And always happy to help.



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