



# Complaint ID 88588 — *Public Copy*

Report generated on February 15, 2019, 4:15 PM.

## Status: *Approved/Closed*

<b>Date Received</b>	January 24, 2019, 2:30 PM
<b>Assigned Office</b>	East Central District/Augusta
<b>Date Complaint Closed</b>	February 13, 2019, 9:26 AM
<b>Review Comments</b>	[Not entered]

## Complaint

Disposal of aborted fetus's at a women's clinic. Caller is concerned that the facility and the biomedical company, Stericycle is not complying with state of Georgia laws and regulations. The biomedical waste is being collected and picked up every 6 weeks in large boxes.

<b>Primary Concern</b>	Comprehensive Solid Waste
<b>Secondary Concern</b>	[Not entered]
<b>Location of Complaint</b>	A Preferred Women's Health Center of Augusta, 2903 Professional Parkway, Augusta GA
<b>City of Complaint</b>	Augusta
<b>County of Complaint</b>	Richmond

## Source

<b>Facility ID Number</b>	[Not entered]
<b>Source Name</b>	A Preferred Women's Health Center of Augusta
<b>Source Contact</b>	[Not entered]
<b>Source Address</b>	2903 Professional Parkway Augusta, Georgia 30907

## Actions

### January 30, 2019 — *Initial Investigation*

Drove to the clinic and spoke with Paula Clark, Clinic Manager. She stated that Stericycle does pick up all of their biomedical waste at one time about once a month. She was unable to give me the amount they pick up but gave a name and number to a contact at the main office in North Carolina. Ms. Clark stated that all tissue are stored separate from the other biomedical waste. When asked to see the storage space of all biomedical waste, she requested that I come back tomorrow before the clinic has patients. I agreed since

there were multiple patients in the waiting room already.

Called Angie Looper at Main Office to gain more information about the facility. She was very understanding and had multiple questions. She did confirm that Stericycle did have a contract with the clinic in question. She was going to have to speak to management and either call me back or someone else will.

### **January 31, 2019 — Follow-Up Investigation**

Drove to the clinic at 10 am as requested yesterday . Ms. Paula Clark stated that without a administrator present in the office that she was not allowed to show me the area where the biomedical waste is stored. Since then I received an email from Calla Hales, Clinic Administrator. I have emailed her back to setup a time to inspect the storage area next Monday.

### **February 4, 2019 — Follow-Up Investigation**

Drove to the clinic and met with Paula Clark (Clinic Manager) and Calla Hales (Clinic Administrator). Ms. Hales proceeded to give me the Stericycle Customer Weight Report and the clinic's waste disposal policy. Afterwards she showed me the new sharps storage, filled sharps storage, and the tissue storage. All of which are labeled Biohazard. She also provide me the customer support number for Stericycle.

Upon returning to the office, I called Stericycle customer support number. Spoke with Sherri B. who confirmed that Stericylcle picks up the clinics biomedical waste. She then stated that all other questions needs to have the clinic's authorization.

I called Ms. Hales back and told her about my converstation with Stericycle. She stated that she will call them and have someone from Stericycle to call.

Later, I emailed her back and stated that I had not received any communication and ask that she give me someone's name and contact information. She stated that I should reach out to Fred Schachter.

### **February 5, 2019 — Other**

Called Mr. Fred Schachter, Account Manager for Stericycle. He stated that a Selene Hoboy, Vice President of Regulatory Affairs, is to call me.

### **February 8, 2019 — Other**

Selin Hoboy called this morning. She stated she was out of town but will have someone gather the information that has been verbally requested.

Later in the day, Ms. Hoboy was able to email me the requested documentation. It was confirmed that all of the biomedical waste that is picked up from the clinic is taken to a site that is an incinerator and that the facility has an air permit through the state of North Carolina.

### **February 12, 2019 — Other**

After reviewing all documentation it was determined that all of the biomedical waste has been handled correctly by both the clinic and transport company. A return call to the complainant was conducted to inform them the result of the investigation and to inform them that the complaint will be closed.

### **February 13, 2019 — Other**

The complainant called and spoke with Jeff Darley, District Manager, this morning. The caller stated that the main concern is the transport company's, Stericycle, internal policy. It was conveyed to the

complainant that the State of Georgia cannot regulate the company's internal policy and that according to Georgia's Rules for Solid Waste Management-Rule 391-3-4-.15 Biomedical Waste, all biomedical waste is being handled, stored, and disposed of properly. The complaint will be closed based on the finding of the investigation.

## Attachments

*(Attachments are only available for complaints created after April 2018. Please note that not every complaint will necessarily have attachments.)*



IMG\_4459.JPG  
1.11 MB



IMG\_4463.JPG  
2.21 MB



CTS 2019-2-4 88588 PreferredWomensDisposalPolicy.pdf  
152.90 KB



CTS 2019-2-4 88588 StericycleCustomerWeightReport4PreferredWomen.pdf  
294.62 KB



CTS 2019-2-8 88588 StericycleIncineraterWeightReport.pdf  
520.00 KB