



## Employer Drug Testing Solutions

A broad range of testing and collection options backed by a service-oriented culture that's committed to showing **we're there when you need us™**.

# Choose drug testing to help eliminate unnecessary risks

Quest Diagnostics is an industry leader in workplace drug testing. Each year we perform approximately ten million drug tests, leveraging our comprehensive assortment of laboratory-based and on-site drug tests and services. We are committed to providing solutions that help enable you to create a drug-free, safe and productive workplace.

Studies suggest that substance abuse—which includes drugs and alcohol—costs the United States an estimated \$276 billion a year, with much of the cost resulting from lost productivity and increased healthcare spending.<sup>1</sup>

Our commitment is that we're there when you need us with effective and reliable drug testing services. We offer a complete line of drug testing products and services that provide the critical information you need to make confident and informed decisions about prospective and current employees.

## The proof is in the numbers

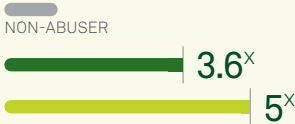
According to the most recent National Survey on Drug Use and Health



9.1 percent full-time and 13.7 percent part-time employees aged 18 or older reported illicit drug use within the past month.<sup>2</sup>



Employees who use drugs are 2.5 times more likely than other non-abusing co-workers to be absent for 8 or more days.<sup>3</sup>



Drug abusers are 3.6 times more likely to be involved in an accident at work and 5 times more likely to file a workers' compensation claim.<sup>3</sup>



44 percent of abusers have sold drugs to other employees. 18 percent have stolen from co-workers to support their habit.<sup>4</sup>

## Benefits of drug testing

Drug testing programs aim to filter out drug users from your workforce as well as to deter drug use on the job.

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### According to data from the National Survey on Drug Use and Health, past-month illicit drug users said they were:

- Less likely to work for employers that conducted pre-employment drug testing than those reporting no current illicit drug use (**18.2 vs. 3.7 percent**).<sup>5</sup>
- More likely to report working for an employer that did not test employees for drugs compared to those working for employers that did (**13.0 percent vs. 7.7 percent**).<sup>6</sup>
- Far less likely to work for employers that conduct random drug testing compared to those reporting no current illicit drug use (**29.1 percent of past-month illicit drug users versus 6.9 percent of non-users**).<sup>5</sup>

Drug testing programs improve employee morale and productivity; decrease absenteeism, accidents, downtime, turnover and theft; and lead to better health among employees and family members as well as decreased use of medical benefits.<sup>7</sup> Organizations with drug-free workplace programs sometimes qualify for state government incentives or workers' compensation insurance premium discounts.<sup>8</sup>



# A complete line of drug testing solutions

## Protect your organization

Employers design drug-free workplace programs to protect their organizations from the negative impacts of illicit drug use. Because every business and workforce is unique, each employer should carefully determine the program elements that are most practical and beneficial for their workplace.

*Drug and alcohol abuse costs the United States an estimated \$276 billion a year.*

## Common reasons for drug testing

### Pre-Employment

Pre-employment testing is conducted to prevent the hiring of individuals who use illegal drugs. An individual is required to provide a drug test specimen during the job application process, typically after a conditional offer of employment. Generally, a negative test result is required before an employer will make a job offer to the applicant.<sup>9,10</sup>

### Periodic

Periodic testing is usually scheduled in advance and uniformly administered to all employees. A drawback of this method is that employees can prepare for a screening by ceasing their drug use in advance of the scheduled test.<sup>9</sup>

### Random

Random testing is a strong deterrent to drug users because it is conducted unannounced. Using a random selection process, the employer selects one or more individuals from all of the employees included in the

employer's workplace drug testing program. Federally-mandated, safety-sensitive workers—which include pilots, bus drivers and truck drivers—and workers in nuclear power plants are required to undergo random drug testing as mandated by the U.S. Department of Transportation and the Nuclear Regulatory Commission.

Based on current Quest Diagnostics Drug Testing Index™ data, approximately 45 percent of federally-mandated and 16 percent of general workforce (i.e. non-mandated, company policy) tests are random drug tests.<sup>9,10,11</sup>

### Reasonable Suspicion

Reasonable suspicion testing, sometimes referred to as “probable-cause,” or “for-cause” testing, is conducted when supervisors have evidence or objective reasons to suspect drug use. Since this type of drug testing is discretionary, it requires stringent supervisor training to ensure consistent application of the program across the workforce.<sup>9,10</sup>

### Post-Accident

Testing following an accident – sometimes referred to as “post-incident” testing – can help determine whether drugs were a factor. It is important for employers to establish objective criteria for performing post-accident testing. Examples include: fatalities; injuries that require anyone to be removed from the scene for medical care; damage to vehicles or property above a specified monetary amount and citations issued by the police. Although the results of a post-accident test may determine drug use, a positive result in and of itself cannot prove that drug use caused an accident. It is recommended that post-accident testing be conducted, using urine or oral fluid, within 12 hours, since substances remain in a person's system for different amounts of time.



### Return-To-Duty

Return-to-duty testing involves a one-time, announced test given to an employee who has previously tested positive and is ready to return to the workplace having completed substance abuse treatment. Some employers use this type of testing for any employee who has been absent for an extended period of time.<sup>9, 10</sup>

### Follow-Up

Follow-up testing involves an employee returning to work after rehabilitation for a drug problem. The employee is tested at unannounced random intervals to ensure that the individual remains drug-free.<sup>9, 10</sup>

Other types of testing used by employers include voluntary, probationary, pre-promotion, return after illness, and overall testing where all employees are tested rather than a randomly selected percentage.<sup>9</sup>

## Testing with an industry leader

- We offer a range of drug testing options.
- We have established a reputation as a national leader in drug testing with full accreditation by leading healthcare institutions and government agencies.
- Annually, we publish the Quest Diagnostics Drug Testing Index as a public service for government, media and industry. It has been regarded as a benchmark for national drug positivity trends since its first publication of 1988 workplace testing data.

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*Access to drug testing results  
24 hours a day, 7 days a week.*

# Laboratory drug tests

## Customized programs from a single provider

We offer a broad range of drug screening options and methods that allow you to customize a program to meet your unique business needs—all from a single, reliable partner.

*We're there with comprehensive testing panels, specimen types and options.*

### Urine Testing

Urine is the most common testing method. It detects recent or new drug use, typically in the previous one to three days. Urine testing is suitable for all testing reasons—from pre-employment to random to post-accident—and can be used to detect a wide variety of illicit and prescription drugs (which could impact workplace safety). Currently, urine is the only specimen approved for the testing of the federally mandated, safety-sensitive workforce.

### Oral Fluid Testing

Oral fluid testing, using the Oral-Eze® oral fluid collection system, is the second most utilized screening method and it detects recent drug use in the previous 24-36 hours. As with urine testing, oral fluid is suitable for all testing reasons—from pre-employment to random to post-accident. Employers typically administer oral fluid collections under the direct observation of the test administrator, which reduces the likelihood of donor tampering.

### Hair Testing

Hair testing continues to gain broader appeal as it yields a longer detection window, providing a drug-use history that shows up to a 90-day pattern of repetitive use. Since hair testing detects a pattern of use and is not reflective of recent use, it is not recommended for reasonable suspicion or post-accident testing. Hair testing affords the benefit of an observed collection that is not easily adulterated. With hair testing, a candidate's efforts to prepare for a drug test, either by stopping their drug use or cheating with adulterants or substitution, are not as effective.

### Medical Professional Testing

One of our most popular specialty tests is our comprehensive professional monitoring panel. Addressing the potential drug abuse by healthcare professionals, this panel detects a wide variety of narcotics and sedatives readily available to employees in the healthcare industry.

### Expanded (Prescription) Opiate Testing

Prescription opiates are addictive and potentially dangerous drugs. Data from the Drug Testing Index™<sup>11</sup> indicate that post-accident drug tests show 3-4 times more positive results for prescription opiates than pre-employment tests and 2 times more positives than random testing. While the majority of these results are verified as negative by the Medical Review Officer because the donor has a valid prescription, the comparatively high positive prevalence does suggest that these drugs can have an impact on workplace safety even when used with a prescription.

### Alcohol Testing

We provide a variety of alcohol testing options.



### Synthetic Drug Testing

Synthetic drugs go by a number of names including K2, Bath Salts and Spice. While the chemicals in these substances target the same receptors and produce euphoric highs similar to other illicit drugs, it is important to note that these chemicals are engineered and are not “naturally occurring.” Federal and State governments continue to enact laws intended to curb the distribution and use of these drugs. We offer lab-based tests for many of the most common compounds.

### Steroid Testing

Our steroid testing detects more than 40 different anabolic agents (and their metabolites). Our steroid panels include testing for masking agents (e.g. probenecid, a drug used for blocking the urinary excretion of some steroids). In addition, our comprehensive sports testing panels test for other performance-enhancing drugs including stimulants, narcotics and diuretics.

### Specimen Validity Testing

While it is the most common drug testing method, urine testing is not foolproof. With our TestSure™ specimen validity testing, we can help ensure the integrity of the test by measuring pH, creatinine and specific gravity (when indicated) and testing for adulterants that may be added to the urine specimen. The most common adulterants detected include oxidizing agents – such as nitrites, chromates and halogens (e.g., bleach and iodine). Quest Diagnostics is one of the few laboratories to offer oxidant identification for some of the most common oxidizing adulterants. This service is available when requested by the customer or MRO. All “invalid results” are automatically tested twice to ensure accuracy.

*The panels below represent some of our most commonly ordered non-regulated tests which we perform in addition to the standard, federally-mandated panel for safety sensitive employees.*

#### Urine Specimen 5-Panel Test

Analyte	Screen Cutoff	Confirmation Cutoff
Amphetamines	1000 ng/mL	500 ng/mL
Cocaine Metabolite	300 ng/mL	150 ng/mL
Marijuana Metabolite	50 ng/mL	15 ng/mL
Opiates	2000 ng/mL	2000 ng/mL
Phencyclidine	25 ng/mL	25 ng/mL

#### Urine Specimen 9-Panel Test

Analyte	Screen Cutoff	Confirmation Cutoff
Amphetamines	1000 ng/mL	500 ng/mL
Cocaine Metabolite	300 ng/mL	150 ng/mL
Marijuana Metabolite	50 ng/mL	15 ng/mL
Opiates	2000 ng/mL	2000 ng/mL
Phencyclidine	25 ng/mL	25 ng/mL
Barbiturates	300 ng/mL	300 ng/mL
Benzodiazepines	300 ng/mL	200 ng/mL
Methadone	300 ng/mL	200 ng/mL
Propoxyphene	300 ng/mL	200 ng/mL

#### Oral Fluid Specimen 6-Panel Test

Analyte	Screen Cutoff	Confirmation Cutoff
Amphetamines	150 ng/mL	120 ng/mL
Methamphetamines	120 ng/mL	120 ng/mL
Opiates	30 ng/mL	30 ng/mL
Cocaine Metabolite	15 ng/mL	6 ng/mL
Phencyclidine	3 ng/mL	1.5 ng/mL
Marijuana (THC)	3 ng/mL	1.5 ng/mL

#### Hair Specimen 5-Panel Test

Analyte	Screen Cutoff	Confirmation Cutoff
Amphetamines	300 pg/mg	300 pg/mg
Cocaine	300 pg/mg	300 pg/mg
Opiates	500 pg/mg	500 pg/mg
PCP	300 pg/mg	300 pg/mg
Marijuana Metabolite	1 pg/mg	0.1 pg/mg

# We're there when you need us™

## Instant testing options

Our variety of on-site, instant drug testing products offer employers convenient testing options that provide rapid, reliable results.

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### Express Results™

Express Results is an on-site, urine-based, multi-drug screening device designed to be used on-site by the employer or collection facility. We offer four configurations: a 5-panel dip card, 6-panel cup, 10-panel cup and 12-panel cup. Non-negative results using these instant devices require confirmatory testing in the laboratory.

### Express Results™ Online

Express Results *Online* is an instant, online, urine drug testing solution from Quest specifically designed for employers who need to make fast, informed business decisions based upon the results of their drug tests. Employers can electronically order Express Results *Online*, send a donor to a collection site and receive an online negative drug test result within 30 minutes from the time of the collection for combinations of up to 11 drugs.

### Adulteration Testing

Developed to detect the use of foreign substances added to a specimen to prevent the detection of drug use, specimen validity tests are integrated into our multi-drug screen cups and are an essential part of a comprehensive drug testing program.

### Q.E.D.®

Designed to detect alcohol-use, the non-invasive Q.E.D. on-site saliva test provides highly accurate, fast results. Q.E.D. is approved by the Department of Transportation (DOT) for alcohol screening. (Note: Under DOT rules, a non-negative screening result must be confirmed using an evidentiary breath testing device.)





## Online solutions

We offer a wide range of online options as we strive to simplify and streamline the drug testing process using the latest technology.

*Unique workflows, available resources, program goals and system requirements all influence your online solutions.*

### Drug Testing Portal

Our secure portal is available 24/7 to order a drug test, track status, access electronic custody and control form images, integrate with a Medical Review Officer and receive a final reported drug test result. Our online portal saves time, decreases paperwork, consolidates billing and simplifies your drug testing program.

### Web Services

Web Services enable the exchange of XML messages between systems. By empowering our laboratory systems to “talk” with your employer applications, we speed up the exchange of information and thereby the entire drug testing process from order to result. Web services reduce keystrokes and data entry errors and help to ensure that only the most up-to-date information is being exchanged.

### Applicant Tracking System Integration (ATS)

Some employers manage their job candidates through an applicant tracking system. By electronically integrating an ATS directly to our online systems, it reduces the number of applications that need to be accessed by creating what is essentially a custom drug testing portal complete with electronic CCFs, real-time status tracking and online result reporting.

Online drug test ordering, web-based collection guides, real-time status updates, system integrations and online result reporting all work together to make drug testing faster and easier to administer.

### Benefits

- Easy-to-use solutions
- Seamlessly integrate into your workflow
- Reduce paperwork and inventory
- Analytics enable insights and program analysis
- Secure systems and confidential data ensure privacy

# Service you can trust

## Collection Services

No matter where we collect the specimen, whether at a collection site or on-site at your place of business, the same standardized processes are used from collection to results reporting. Strict chain of custody procedures are used every step of the way to help ensure the integrity of your specimens and the drug test results.

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### Collection Site Network

We provide unparalleled access to a combined nationwide network of more than 8,000 collection sites, including more than 1,200 company-owned and operated Patient Service Centers and 1,500 preferred locations.

### 24/7 Emergency Collections

Our nationwide network of more than 6,000 trained collectors provides around-the-clock access to emergency drug and alcohol collections for post-accident or reasonable cause testing. With more than 200 dispatch offices across the country, we're there with an average response and collection time of less than two hours.

### Scheduled, On-Site Collections

Performing collections at your place of business or job site offers many benefits, including simplified logistics and the convenience of not having to coordinate the collection process. Through our mobile, on-site collection service, we make it easier for you, your employees and job candidates to provide urine, oral fluid, hair or breath alcohol specimens for testing.

## Quality you can count on

### Certifications

- Substance Abuse and Mental Health Services Administration (SAMSHA) of the U.S. Department of Health and Human Services
- HHS National Laboratory Certification Program
- College of American Pathologists – Forensic Drug Testing
- Agency for Health Care Administration – Florida (as applicable)
- Applicable local and state licenses

### Proficiency Testing

- Internal proficiency testing to maintain quality assurance
- External proficiency testing to maintain accreditation and certification
- State proficiency testing on a regular basis (as applicable)

## Program Management

Quest Diagnostics can provide much more than a simple drug screen. We can also help you set up a comprehensive drug-free workplace program through the following convenient services:

*Committed to providing solutions that help enable you to create a drug-free workplace.*

### Random Selection Services

We offer random program management and can accommodate multiple locations and pools available for both Department of Transportation and other company policy testing.

### Medical Review Officer (MRO) Services

A Medical Review Officer (MRO) is an independent, licensed physician who is responsible for reviewing non-negative laboratory results and determining if there is an alternative medical explanation for the laboratory finding. We recommend MRO review for all non-negative results, and it is a requirement for all federally-mandated testing programs.

### Policy Development

We can connect clients in need of drug policy development with resources that can help provide the required guidance and information.

## National Customer Support Center



### [ResultsInquiry@QuestDiagnostics.com](mailto:ResultsInquiry@QuestDiagnostics.com)

For added convenience, you can contact a customer support representative via email.



### 800-877-7484

Our centralized customer support center is accessible through a single toll-free number.  
*Monday through Friday, 7:00 a.m. to 7:00 p.m. (CT).*



# We're there when you need us™

For more information, visit us at [EmployerSolutions.com](http://EmployerSolutions.com).

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