**Temperature Out of Range**

The collector should check the temperature of the specimen as soon as the donor hands over the specimen, but no later than four minutes after the donor comes out of the restroom. There is no requirement to take the donor’s body temperature if the specimen temperature is out of range. If the collector suspects that the temperature strip was not activated, the collector should pour the urine specimen into another collection container.

**If the temperature is out of range for the first collection:**
1. Complete the collection and mark the CCF with the appropriate comments also indicating collection 1 of 2 and reference the Specimen ID of the second collection.
2. Begin the second collection with a new CCF and kit (DOT is observed and non-DOT is not observed).
   A. If completed in FormFox, a new Specimen ID and CCF will be generated for the second collection.
3. Complete the second collection and write “collection 2 of 2” and reference the Specimen ID of the first collection in the Remarks section of the CCF.
4. Both specimens are sent to the lab separately for testing.

**If the second specimen temperature is out of range:**
1. Both specimens are discarded and the collection process ends.
2. Remarks must be noted on the CCF and contact the DER.
3. Test would be considered a refusal to test.
4. The collector should complete, fax, distribute and file all copies of the CCF as outlined in the collection site SOP.

**Shy Bladder**

The Shy Bladder process should be used when the donor demonstrates their inability to provide a sufficient specimen after exiting the restroom. Upon arrival at the collection site, if the donor informs the collector that they cannot provide a specimen, the collector must still begin the collection process regardless of the reason.

Please do not ask the donor if they are able to provide a sample then send them to the waiting room until they can provide a specimen, unless you have first had them make their first attempt. Under no circumstance can a collector “combine” urine specimens that are collected from separate voids to achieve the required volume.

**If the donor refuses to provide a second specimen:**
1. The collection process ends and the first specimen is discarded.
2. Add remarks on the CCF and advise the donor that this may be considered a refusal.
3. The collector should complete, fax, distribute and file all copies of the CCF as outlined in the collection site standard operating procedure (SOP).

**If the donor has a shy bladder during the second collection of the temperature out of range process:**
1. Collector remarks the time the second specimen was not provided and initiates the shy bladder process.
   A. If after three hours the employee still cannot provide a sufficient amount of urine, the collector ends the collection process and calls the DER.
   B. Remark that the temperature was out of range on the first collection and that a second collection was attempted, but that a shy bladder prevented the collection of a second specimen. Collector must document the attempts made by the donor.
   C. No specimen or lab CCF copy gets sent to the lab.
   D. The collector should complete, fax, distribute and file all copies of the CCF as outlined in the collection site SOP.

**If the donor cannot provide a specimen or it is a specimen with insufficient quantity (less than 45mL for DOT and less than 15mL for non-DOT single collections):**
1. Add remarks on the CCF for the first attempt and note the time of collection and insufficient quantity.
2. Discard first specimen.
3. Shy Bladder process is explained to donor:
   A. Donor is urged to drink up to 40 ounces of water, distributed reasonably for a period of up to three hours or until the donor has provided a sufficient specimen, whichever occurs first.
   B. Donor gets unlimited attempts within the three hours. **It is not a refusal to test if the donor declines to drink.**
**The collector should maintain a record in the Remarks section of the CCF of the time of each attempt, whether there was any specimen provided or the quantity of the specimen provided, and the amount of fluids that the donor was given to drink.**

**If the donor has not provided a sufficient specimen within three hours of the first unsuccessful attempt:**
1. The collector must discontinue the collection, add remarks on the CCF and notify the DER.
2. The collector should complete, fax, distribute and file all copies of the CCF as outlined in the collection site SOP.
If the donor refuses to make an attempt to provide a specimen or leaves the collection site before the collection process is completed:
The collector must end the collection, add remarks on the CCF, notify the DER, and advise the donor – if still onsite – that this information could be viewed by their employer as a refusal to test.

Upon arrival at the collection site, if the donor states they are unable to provide a specimen:
1. The collector must still begin the collection process.
2. The collector must direct the donor to make an attempt to provide the specimen.

Please DO NOT ask a donor if they are able to provide a sample then send them to the waiting room until they can provide a sample unless you have first had them make their first attempt.

If a donor has a shy bladder and the collection site is about to close:
The collector must stay and complete the shy bladder process or they may contact the site supervisor to complete the collection. The transition must be noted in the remarks section of the CCF (including the start time for the shy bladder procedure, first collector’s name and second collector’s name).

If a donor has a shy bladder and the collector’s shift has ended:
In this situation, it is permissible for one collector to turn the process over to another collector to complete the collection. The transition must be noted in the remarks section of the CCF (including the start time for the shy bladder procedure, first collector’s name and second collector’s name).

Catheterization

If a donor normally voids through intermittent or self-catheterization:
1. The donor will need to provide the specimen in that manner.
2. The donor will provide the specimen directly from the catheter into the collection cup in the privacy of a restroom.
3. The collector must maintain appropriate remarks of the collection in the Remarks section.

If a donor who normally voids urine through self-catheterization declines to provide a specimen:
1. It would be considered a refusal to test.
2. Place appropriate remarks on the CCF.
3. Advise the donor that this may be considered a refusal to test.
4. The collector should complete, fax, distribute and file all copies of the CCF as outlined in the collection site SOP.

External Urine Bag

If a donor has a medical condition requiring the excretion of urine into an external bag:
1. The donor should be asked to empty his or her bag in the privacy of a bathroom.
2. Donor must show the empty bag to the collector.
3. The urine specimen should be a freshly voided specimen.
4. Have the donor drink sufficient fluids at the collection site to provide 45 mL of urine.
5. Donor will pour the urine from the bag into a collection container in the privacy of a bathroom.
   A. The temperature of the specimen would not be a critical factor.
   B. If the specimen temperature is out of range, a direct observation collection would not necessarily be required because of the nature of the collection.
      a. Collector must maintain appropriate remarks of the collection in the remarks section.

If the donor declines to provide a specimen:
1. It would be considered a refusal to test.
2. Place appreciate remarks on the CCF of what occurred.
3. Advise the donor that this may be considered a refusal.
4. The collector should complete, fax, distribute and file all copies of the CCF as outlined in the collection site SOP.

Return to Duty and Follow-Up DOT Testing

If a Quest Diagnostics PSC collector has a donor that needs a Return to Duty or Follow-Up collection performed:
The collector should call 1.800.877.7484 to reschedule the collection to be performed at a preferred or third-party collection site.

Restroom Time Limit

The collector should set a reasonable time limit for each donor. The collector should instruct the donor to exit the restroom as soon as the donor urinates into the container. If this process takes longer than four minutes, the temperature of the specimen may be out of range – which would require a second collection.
Valid Forms of Identification

Any government-issued photo ID is acceptable. It must contain a name, date of birth, gender, expiration date and a tamper resistant feature.

Acceptable forms of U.S. government identification:
1. Driver’s License or DHS Designated Enhanced Driver’s License
2. Passport
3. Trusted Traveler Card
4. Military ID or Retired Military ID
5. Permanent Resident ID (Green Card)
6. Border Crossing Card
7. Naturalization Certificate

Acceptable forms of foreign government identification:
1. Foreign government-issued passport
2. Foreign driver’s license. Note that Mexican and Canadian DOT drivers should have a passport. If the donor is legally in the United States, non-DOT foreign workers should have an alien resident, a visa, or a passport available.
3. Native American Tribal Photo ID
4. Indian and Northern Affairs Canada (INAC) Card

Unacceptable forms of identification:
1. Non-photo ID card (e.g., social security card, credit card, library card, union card or other membership card).
2. Expired, out of state and out of country licenses. (sites have been advised to use discretion in this area).
3. Fishing License
4. Voter or address verification
5. Pay vouchers
6. Faxed or photocopied version of any identification document
7. Employment papers
8. Identification by a coworker or donor

If a donor for a DOT or non-DOT collection arrives without a photo ID:
1. The DER must be contacted immediately.
2. The DER may physically identify the donor at the collection site.

If the donor is self-employed and does not have a photo ID:
1. Notify the collection site supervisor, if available, and record on the Remarks section that positive identification is not available.
2. Ask the donor to provide two items of identification bearing his or her signature.
3. Secure the IDs and proceed with the collection. When the donor signs the CCF, compare the donor’s signature with the signatures on the IDs presented.
   A. If the signatures appear consistent, note in the Remarks section the type of ID presented and that signature identification is confirmed. Proceed with the collection.
   B. If the signatures do not match, make an additional note in the remarks sections and proceed with the collection.

If the donor is a minor:
1. A student photo ID is acceptable only if the donor does not have a valid Driver’s License or is underage.
2. Consent to drug test a minor - it is the obligation of the client and/or parent to obtain prior to testing (this is not the collection site’s responsibility).
3. The order must be placed in the minor’s name and the minor must sign the CCF attesting that the specimen provided does in fact belong to them. Parents and/or guardians may not take the place of the minor and/or sign the CCF.

Testing Authority Abbreviations

<table>
<thead>
<tr>
<th>Testing Authority Abbreviation</th>
<th>Full Name</th>
</tr>
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<tbody>
<tr>
<td>DOT</td>
<td>Department of Transportation</td>
</tr>
<tr>
<td>FAA</td>
<td>Federal Aviation Administration</td>
</tr>
<tr>
<td>FMCSA</td>
<td>Federal Motor Carrier Safety Administration</td>
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<tr>
<td>FRA</td>
<td>Federal Railroad Administration</td>
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<tr>
<td>FTA</td>
<td>Federal Transit Administration</td>
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<tr>
<td>HHS</td>
<td>Health and Human Services</td>
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<tr>
<td>NRC</td>
<td>Nuclear Regulatory Commission</td>
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<tr>
<td>PHMSA</td>
<td>Pipeline and Hazardous Materials Safety</td>
</tr>
<tr>
<td>USCG</td>
<td>United States Coast Guard</td>
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