

16 Reasons Why Companies Choose Us

1. Outstanding Personalized Customer Service

Tired of calling the lab directly and being put on hold for 20 minutes just to speak to someone about a result? When you deal directly with Drug Testing USA, you will get a live person on the phone right away. We will call you by name and not ask you for your 8-digit account number in order to answer a question.



2. Flexible Reporting Options



Are you happy with your current way of receiving results? Do you wish different departments could have access to certain accounts? Or possibly have the negatives go to one person, and the positives to another person? All of these can happen with Drug Testing USA. You can receive results by phone, fax, email, raw data transfer into your current software, secure web site, or via a secure web service.

3. Alternative Testing Methods

Urine drug screening is the most common form of drug screening, but not always the best. In order to maximize the effectiveness of your drug free workplace program, sometimes a combination of urine, hair, and saliva methods are best. We will help you find the best mix, and not just share with you information about the tests that only one lab can perform.

4. Custom Branding

Everything we do for you can be custom branded with your company name and logo. All paper results, emailed results, or even when your client logs on to our secure web site for results, they will see your company name and logo, not ours. We provide this service to you free of charge.



5. Customized Billing Options



We provide you with the option of having your client's locations and/or departments separated on their invoices. This will make it easier for them to track their drug testing costs. Maybe they need a location code or a store number on the bill, not a problem. This can be a great help to you and your client when they are preparing budgets or reports.

6. Myriad of Laboratory Choices

You will not be locked into a particular lab. By using a combination of different labs, you maximize your collection site network and are able to utilize regional labs more effectively. Regional labs offer a quicker turnaround time than the national labs.



7. Out of Network Collection Site Look Up



Is that collection site too far away, or is the wait time too long? Never again will you be "forced" to use a collection site that is not 100% convenient for you just because it is in network. We maintain a network of over 10,000 collection sites and have the availability of using any of them, regardless of your primary lab choice.

8. Independent Review of All Drug Test Results

The MRO office is the gatekeeper and your safeguard for accurate and reliable results. Why would you want to assume the risk of reporting results, some of which are positive, without a licensed doctor to review the lab work? Results that are 'signed off' on by the MRO are legally defensible documents.

9. Easy Account Set Up

It is so easy to set up a new account or make changes to an existing one. Set up your new client's account by using Clientzone, our exclusive web-based account management program. Your new account will be set up in minutes, and forms can be ordered and printed the same day.



10. Written Policy Reviews



Do you have standard policies for your clients? Do you have different ones if they have DOT-covered employees or government workers? What if they want that state insurance discount? We have standard policies that can be purchased and reused, or we can provide policy rewrites and new policies. We can take existing policies and review them for up-to-date accurate information. Most current policies do not address situations such as who pays for the retest of a specimen, how to handle a negative dilute result, or that the cutoff levels for opiates were raised from 300 ng/mL to 2000 ng/mL.

11. Random Testing Management

Many companies are now doing random drug screening. We use state-of-the-art random programs that allow your clients to have people chosen at any frequency and at any testing rate. This is a great way to increase testing volume. Statistics show a random testing program is part of a successful total drug free workplace program.



12. Turnkey DOT Compliance Program



If you have any clients that are regulated under the Department of Transportation, they must be drug screening. Truck drivers, airline workers, etc. are all required to be under a drug free program. We offer complete turnkey compliance packages for every DOT mode. Clients regulated by DOT who are not doing this testing are subject to thousands of dollars in fines. We can have them in total compliance in less than 48 hours.

13. State and Federal Regulations Updates

How can you be expected to keep track of the different laws in every state? In the coming years, there will be federal changes dealing with alternative specimen options, including hair, sweat, and saliva. Instant testing may become accepted in certain situations. We can keep you abreast of all meaningful changes that you will be able to pass along to your clients. This is one of the areas that you don't charge your client extra for, but will be one of the reasons why your clients stay with you.



14. Supervisor Training Resources



You are already selling your clients drug testing; why not up-sell? Supervisor training is a vital part of a successful drug free workplace program. We have three main resources to provide training to your clients and increase the revenue. They include video training packages, web-based trainings, or a live seminar.

15. Access to Employee Assistance Programs

We have access to thousands of treatment providers all over the country. This is a great value-added service to your clients; showing them that you care about their employees. You and your clients are not required to pay for any of this. Giving out local and national resources doesn't cost you anything, and the return is big.



16. Blind Specimen Audits of Laboratories



Laboratories sometimes make mistakes. We routinely send specimens spiked with illegal drugs, and test the labs to make sure their machines are working properly. When results get challenged, the calibration of the lab's testing machines is always challenged.