

**RN EXPERTISE DRUG TESTING PROCEDURES FOR LSUHSC  
BUSINESS OFFICE MANAGER'S  
PRE-EMPLOYMENT HANDBOOK**



**Health Sciences Center**

**NEW ORLEANS**

*The information you enter or view in this system is extremely confidential. Only individuals with access to the RN Expertise online application have permission to view data in the system. As with all other LSUHSC applications, it is against policy to share passwords with anyone else. If someone else in your office has a business need to enter / view information in this system, please have your supervisor request access through [DrugTesting@lsuhsc.edu](mailto:DrugTesting@lsuhsc.edu)*

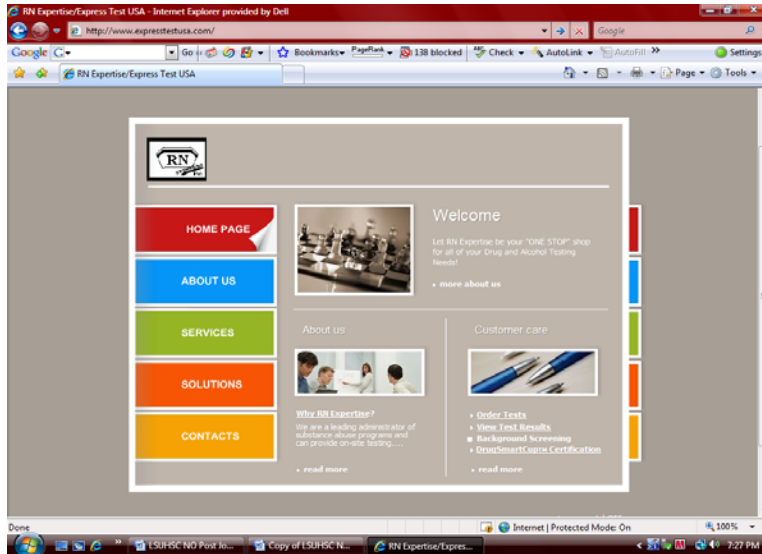
March 25, 2011

# INDEX

I.	LOGGING ON AND ENTERING A REQUEST FOR A DRUG TEST.....	3
II.	Questions & answers .....	6
	1. Can I share my password? .....	6
	2. Do I need to change my passwords?.....	6
	3. Can I view the drug test results?.....	6
	4. How do I change some of the information I entered into FirstRequest? .....	6
	5. What is the "Specimen ID"?.....	6
	6. Where is the Specimen ID found?.....	6
	7. Must I have the person's social security number to complete the FirstRequest form? .....	6
	8. What if the person doesn't have a SSN?.....	6
	9. Can a person challenge the results of a drug test?.....	6
	10. What is an MRO?.....	7
	11. Why do some results come back faster than others? .....	7
	12. Troubleshooting tips if the PDF drug testing forms do not print.....	7

# I. LOGGING ON AND ENTERING A REQUEST FOR A DRUG TEST

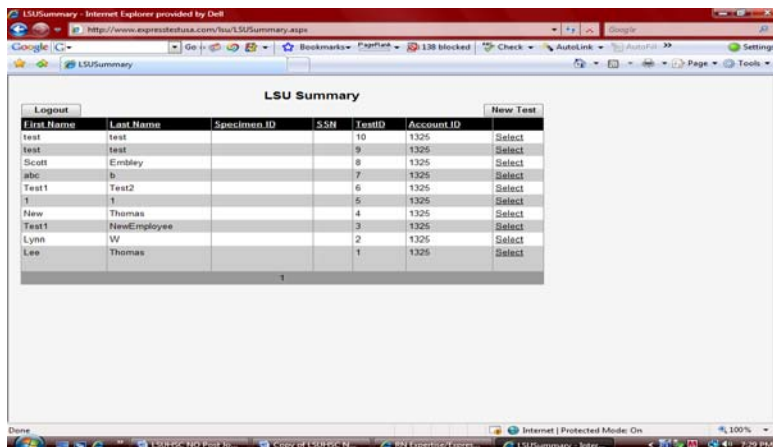
1. Business Office Managers (BOM) will log on RN Expertise web site [www.expresstestusa.com](http://www.expresstestusa.com) by clicking on “**Order Test**”



2. This will bring you to LSU Login. Enter your **User ID** and your **password**, and then click on submit.



3. Once you are logged in you will be at the LSU Summary Page. Click on **New Test**.



4. New Test should bring you to LSU Detail Form as shown below. Enter the information as outlined for each box.

The screenshot shows the 'LSU Detail' form in a web browser. The form contains the following fields and sections:

- Client:** A dropdown menu currently showing 'LSUHSC Employees'.
- Department:** An empty text field.
- First Name:** An empty text field.
- Last Name:** An empty text field.
- SSN:** An empty text field.
- Specimen ID:** An empty text field.
- Collection Site:** A dropdown menu with the selected option being 'Out Of State-Call 407-865-6544 For Collection Site Call 407-865-6544 For Colle...'.
- PeopleSoft:** A table with columns: Account, Fund, Department, Program, Class, Project. The 'Account' column contains the value '533020'.
- Send Results To:** Fields for 'Contact' and 'Email'.
- Fedex #:** An empty text field.
- Requested By:** An empty text field.
- Requested Date:** A date selector showing '11 / 15 / 2010'.
- Collection Deadline:** A date selector showing '11 / 20 / 2010'.
- Test Type:** A dropdown menu with the selected option being 'Drug 7 panel'.
- Test Reason:** A dropdown menu with the selected option being 'Pre - Employment'.
- Test 2 Type:** A dropdown menu with the selected option being '\*'.
- Test 3 Type:** A dropdown menu with the selected option being '\*'.
- Comments:** A large text area for additional notes.
- Buttons:** 'Submit' and 'Cancel' buttons at the bottom of the form.

Callout boxes provide the following instructions:

- Client:** Click on drop down box you may have to choose between LSUHSC-NO Employee, Student and / or Resident
- SSN:** Enter pass port number for individuals without ss #
- Collection Site:** Click on the Collection Site drop down box to select a pre-approved collection site. If the collection must be done out of state or in a part of Louisiana that does not have a pre-approved collection site, from the drop down box select Out Of State Call 407-865-6544 for collection Site. The donor will then call RN Expertise to get collection site.
- Specimen ID:** Add the 10 digit specimen ID number. This number is located on the Chain of Custody form (COC) in the upper center. These forms will be located in the Dean's office, Human Resources or in certain circumstances other areas your department designates. Make sure you have the right form. The COC will say LSUHSC – NO employee, student or resident.
- PeopleSoft:** Enter the People Soft # . The Acct # **WILL ALWAYS BE 533020**. Leave project number blank if you don't have one.
- Contact/Email:** Enter the contact name and email address of the employee representative receiving the clear for hire
- Fedex #:** There is no need to put in the Fed Ex #
- Test Type:** Post job offer pre-employment urine drug screen must be submitted within 5 days after the candidate is notified that they are to be tested.
- Test Reason:** Click on drop down box and choose "Drug 7 Panel"
- Test 2 Type:** Click on drop down box and choose "Pre-Employment"
- Submit:** Once you have completed entering in all the information, turn off the pop-up blocker on your toolbar and then click on "Submit"

- Prior to clicking on submit test, turn off the pop up blocker on your tool bar. After turning off the pop up blocker and after clicking submit, three LSUHSC forms should appear: Agreement to Submit to an Alcohol and/or Drug Test and Authorization for the Release of Test Result, House Officer and Pre-employment Instruction Form and Drug Testing Notification Form. The forms should be printed and provided to the individual being tested along with information about their collection site. **Remember to keep or have the Donor mail/fax you a signed copy of the AGREEMENT TO SUBMIT TO AN ALCOHOL AND/OR DRUG TEST AND AUTHORIZATION FOR THE RELEASE OF TEST RESULTS and keep it on file.** You must mail the Chain of Custody form to the employee for out of state testing or testing done in a different city. The collection sites will not have the Chain of Custody forms.

Prior to clicking submit make sure you turn off your pop-up blocker which is located in tools on your toolbar. Once pop-up is turned off, click submit on the bottom of the LSU Detail page.

If this page does not appear check the tabs at the bottom of the page and enlarge tab.

If this page does not appear, check the tabs on the bottom of your screen.

When you print the forms, please check that all needed information is on the drug testing notification form. Information needed is test type (7 panel non-DOT pre-employment, specimen id, collections site).

## II. Questions & answers

**1. Can I share my password?** The information you enter or view in this system is extremely confidential. Only individuals with access to the RN Expertise online application have permission to view data in the system. As with all other LSUHSC applications, it is against policy to share passwords with anyone else. If someone else in your office has a business need to enter / view information in this system, please have your supervisor request access through [DrugTesting@lsuhsc.edu](mailto:DrugTesting@lsuhsc.edu)

**2. Do I need to change my passwords?** No, you do not need to change your password but if you believe that your password has been compromised, you may call 407-865-6544 and request that your password be changed.

**3. Can I view the drug test results?** No. The only information you will be able to view are the names of the individuals who you have entered into the system, and related information to your request such as their social security number Date requested, Request Status.

**4. How do I change some of the information I entered into LSU Detail page?** Donor information can be changed by logging into the LSU Summary page and pressing select next to the persons name. You can change the information needed and press resubmit.

**5. What is the “Specimen ID”?** The Specimen ID is a Chain of Custody (COC) number located on the Chain of Custody form. It’s a unique number with identifies the sample and indicates to the collection site which employer is sending the individual for testing. It is necessary for Business Managers from LSUHSC – NO, Earl K. Long Hospital, Baton Rouge, University Medical Center, Lafayette and other unique sites to complete this field. Example: The LSUHSC-NO Business Manager from EKL will enter the Specimen ID number along with the other information, and then send the individual to the collection site with the COC and the other standard drug testing forms.

**6. Where is the Specimen ID found?** The Specimen ID is located on the Chain of Custody form. It is the 10 digit number on the upper center of the form.

**7. Must I have the person’s social security number to complete the LSU Detail form?** It is the only information that uniquely identifies an individual. We suggest you contact the individual to obtain the SSN.

**8. What if the person doesn’t have a SSN?** A passport number may be used in the SSN field.

**9. Can a person challenge the results of a drug test?** Yes. LSUHSC-NO CM 38 Substance Abuse Policy (<http://www.lsuhs.edu/no/administration/cm/cm-38.aspx>) allows any individual who wishes to challenge the drug test results to do so. They must do so within 72 hours of notification of a positive test result. An individual with a confirmed positive drug test may contest the results in the following manner:

- *An individual must provide a written medical explanation for any legitimate use of any drug and submit it for review to the MRO. An individual who is taking legally prescribed medication for a documented illness, injury, or ailment will be considered for continued*

employment/enrollment only upon receiving clearance from the MRO and complying with the LSUHSC-NO Fitness for Employment/Enrollment Policy.

- If the individual believes a drug test is in error or wishes to challenge the drug test results, it is the responsibility of the individual to notify the MRO and the appropriate Administrative Body or their designee. The individual must have the same sample retested at their own expense at a laboratory that is SAMHSA certified. The second test must be of equal or greater sensitivity for the drug in question as was the initial test. A copy of the second drug test result must be submitted from the laboratory to the MRO within a maximum of ten (10) working days following notification of the initial positive drug test result.

**10. What is an MRO?** A MRO is the *Medical Review Officer (MRO)*. The MRO is a licensed physician responsible for receiving laboratory results generated by an agency's drug testing program who has knowledge of substance abuse disorders and has appropriate medical training to interpret and evaluate an individual's test result together with his or her medical history and any other relevant biomedical information.

**11. Why do some results come back faster than others?** There are several steps in the drug testing process i.e. screening for dilutants, conducting an initial drug screen, conducting confirmation tests, and/or then a test result may have to go for an MRO review. If there is an abnormality at any point in the testing process the test may have to go for an MRO review. In these situations, the MRO will need to talk to the individual. This may make the process take a couple of extra days.

## **12. Troubleshooting tips if the PDF drug testing forms do not print.**

1. First make sure that your pop up blocker is turned off.
2. Symbols (such as &, ', \* etc) cannot be used in any section of the LSU Detail page. If you have used any symbol, remove them and click on submit forms. The forms will print.
3. Adobe Reader should be the default PDF player (not the full version Adobe Acrobat). To make Adobe Reader your default:
  - Right click on any PDF file
  - Select *Open with*
  - Choose *Programs* or *Choose default program*
  - Select *Adobe Reader* from list and check *Always* to use the selected program to open this kind of file
4. If the above troubleshooting tips do not work contact your IT for the following upgrades.
  - Upgrade to IE8
  - Update to the latest Adobe Reader

If these troubleshooting tips do not work, please notify the LSUHSC Drug Testing Program.