International Workplace Screening
Challenges & Best Practices
Important Components

- Country-specific policy development
- Specimen collections
- Laboratory analysis
- Medical Review Officer (MRO)
- Third-party administration
Major Obstacles
Policy Development

What are the laws & guidelines for each country?
• Is drug testing allowed?
• Is pre-employment testing allowed?
• Are random programs permitted?
• What steps must be taken to justify random testing?
• Can different methodologies be used?
European Case Study

Drug Testing Rules & Regulations

- Every country has its own set of legal requirements
- Most countries do not have drug testing laws comparable to U.S.
- If governed, it is primarily by labor agreements, health regulations, and privacy laws.
Best Practices

Sample: Country-Specific Matrix

Policy Development

- Conduct extensive country-specific research
- Output results into comprehensive matrix
- Use data to create country-specific workplace policies
- Perform regular updates to keep data current
Major Obstacles Collection Sites

How do you orchestrate specimen collections across different countries?

- How do you find a site?
- How do you ensure they follow proper procedures?
- Is it possible to train and certify collectors?
- Can they use multiple testing methodologies?
  - Urine, hair, oral fluid, breath alcohol
Best Practices
European Case Studies
Collection Sites

Common Setup Scenario
- Majority of testing is for O&G employers
- Databases exist for finding qualified providers
- Requires after-hours communications due to time variances
- Communications from 3rd party to site re: agreements and client requirements are done via email
- Collector training may be required
  - Typically, how to use specific labs’ testing products
- Setup can be finalized in 1 to 2 days

Uncommon Setup Scenario
- Outside of the O&G hubs, start with trained medical professional to ensure equality
- Case Study: Western Romania
  - Located clinic with location near client for instant testing
  - Language barrier required translator
  - Romanian law required instant readings by more advanced staff at another location (2 hrs. away)
  - Clinic made special arrangements for transportation
Major Obstacles Laboratories

How do you establish partnerships with qualified providers?

• How do you find them?
• Are they certified?
• What are their panel options?
• What about shipping back to the U.S. for analysis?
  • What about Customs?
• What are their capabilities for integration with IT platforms?
Best Practices
Laboratories

- Dedicated international staff required to research and locate certified labs, and to establish dialog for service partnership
  - Certifications
  - IT integrations
- Multiple forms of communication needed, e.g. phone, email, Skype
- Translation capabilities needed between administrator, lab, and collection site
- Cultural differences must be taken into consideration and may require extra communications, Q&A sessions, and special coordination
Major Obstacles
Medical Review

What options are there for qualified MRO services?

• How do you find a provider with a global reach?
• How do you manage language barriers?
• What about time differences?
• How do you ensure proper licenses and certifications?
Best Practices
MRO

- Identify firms that can accommodate multiple countries
- Work through local laboratories to identify MRO’s
- Ensure MRO has the ability to accommodate:
  - Time zones
  - Language barriers
  - Country-specific regulations
Major Obstacles
Third-Party Provider

What should you look for when selecting a provider to manage your international needs?

• Do they have established relationships with service providers?
• Do they have processes in place that work?
• What are their best practices for handling the major obstacles?
International Third-Party Administrator

Results of 2012 Survey of Drug Testing Providers

- 30.6% active internationally for “several years”
- 9.3% active internationally for the past “couple of years”
- 14.6% never sold services outside of U.S., but would like to
- 41.6% said finding qualified providers one of the biggest obstacles
- 36.6% said shipping specimens to U.S. was a serious challenge

Survey Conducted by WFC & Associates
Best Practices
Administration

- Must have IT capabilities for lab integrations, and online reporting and tracking
- Local service presence is key for managing and implementing client programs, as well as facilitating processes with service providers
- Dedicated international team must be used to manage processes effectively
- Country-specific policy development capabilities is imperative
Questions & Answers