

This activity is intended for MROs who wish to obtain additional MRO updating but are not seeking to recertify MRO credentials at this time. MROCC offers a separate CME activity for physicians requiring CME credit along with MRO recertification.



MRO TEAM MANUAL WITH SELF ASSESSMENT  
CME ACTIVITY (maximum 12 CME credit hours)

**TARGET AUDIENCE**

This activity has been designed to meet the educational needs of recertifying MROs within Federally Regulated (DOT 49 CFR Part 40) and non-regulated drug testing programs.

**STATEMENT OF NEED**

This educational activity will provide the latest information related to the drug testing procedures issued by the DOT and the Substance Abuse and Mental Health Services Administration.

Testing for illicit drugs, alcohol and prescription medication continues to grow at the workplace and within communities (e.g. schools, sports). More than 60% of large private employers require drug and alcohol testing. As demands for a safe and drug-free workplace grow, Federal requirements and a burgeoning workload require that Medical Review Assistants (MROA) and others carry out many duties and responsibilities on the Medical Review Officer's team. The MRO team is supervised by and accountable to the Medical Review Officer – the “gatekeeper” throughout the drug testing process. Under DOT drug and alcohol testing procedures, the MRO must supervise the Medical Review Team's work, and be directly involved in evaluating, hiring, and firing the MROA, as well as having authority over the assistant for decisions, direction, and control; and regular contact and oversight concerning drug testing program matters.

Within this environment, both the MRO and MROA must understand their distinct roles and responsibilities, and be comfortable interacting on different levels with employers, donors, laboratories, physicians and others interested in the drug testing process.

This CME program based of the Medical Review Officer Certification Council's *The Medical Review Officer Team Manual: MROCC's Guide for MROs and MRO Assistants* provides MROs with the most up-to-date information associated with developing and managing the Medical Review Team, and offers a complete view of the Medical Review process, covering business, scientific, legal, ethical, and logistical issues.

CMEs from this activity will fulfill both DOT and MROCC certification requirements for physicians who serve as Certified Medical Review Officers (MROs) within Regulated (DOT Regulation 49 CFR Part 40) and Non-Regulated drug testing programs. **Up to 12 Category 1 CME credit hours** may be obtained through this activity.

In order to help ensure a level of standards, the DOT requires that all Medical Review Officers who evaluate federally-mandated drug test results attend an initial training course and, subsequently, that these MROs be certified through a written examination. Beyond the initial training and certification, MROs are required to be retrained and recertified every five years. The Medical Review Officer Certification Council requires MROs to verify evidence of having completed retraining prior to applying to take the MROCC Recertification examination.

The CME credits from this activity will fulfill both DOT retraining requirements and MROCC recertification prerequisite requirements.

## EDUCATIONAL OBJECTIVES

At the conclusion of this activity, participants should be able to:

- Explain key provisions of the Department of Transportation regulations, including duties of the MRO and MRO Assistant.
- Describe the relationship between the MRO, the MRO Assistant and other members of the Medical Review Team.
- Explain Donor rights at the collection site and in the review process
- Identify relevant policies and procedures, including chains of documentation, screening, and confirmation testing, and split specimen analysis for reconfirmation
- Prepare a strategy for acquiring new clients through needs assessment

## ACCREDITATION/CREDIT DESIGNATION STATEMENT

This activity has been planned and implemented in accordance with the Essential Areas and policies of the Pennsylvania Medical Society and the Accreditation Council for Continuing Medical Education (ACCME) through the joint sponsorship of University Services and MROCC. University Services is accredited by the Pennsylvania Medical Society to provide continuing medical education for physicians. University Services designates this educational activity for a **maximum of 12 credit hours, AMA PRA Category 1 Credits™**. Physicians should only claim credit commensurate with the extent of their participation in the educational activity.

## CONFLICT OF INTEREST STATEMENT

Faculty and all others who have the ability to control the content of continuing medical education activities sponsored by University Services are expected to disclose to the audience whether they do or do not have any real or apparent conflict of interest or other relationships related to the content of their presentation(s).

**The planning committee** has no real or apparent conflict of interest(s) or other relationships related to the content of this activity.

There has been no commercial support provided for this activity.

## PRINCIPLE FACULTY

James L. Ferguson, D.O., FASAM is the Chief Medical Review Officer for Verifications, Inc., is Course Director for MRO Courses sponsored by the American Society of Addiction Medicine, and is a member of the MROCC Board of Directors. Dr. Ferguson does not have any real or apparent conflict of interest or other relationships related to the content of this activity.

## METHOD OF PARTICIPATION

This activity is based on *The Medical Review Officer Team Manual: MROCC's Guide for MROs and MRO Assistants* available for purchase from the publisher – OEM Press – at (800) 533-8046 or [www.oempres.com](http://www.oempres.com)

In order to receive credit the participant must:

1. Read the Manual
2. Complete and return to **MROCC** the personal information, activity evaluation, and payment method along with the completed score sheet
3. A CME certificate will be **EMAILED** from University Services (CME provider) within six weeks:  
University Services  
10551 Decatur Road Suite 200  
Philadelphia, PA 19154  
Phone: (215) 637-6800  
Toll Free: (800) 624-3784  
Fax: (215) 637-6328  
[cme@userservices.com](mailto:cme@userservices.com)
4. The estimated time to complete this educational activity is **12 hours**.
5. This activity expires on July 15, 2011. Materials received after that date will be returned with payment.

**The cost of this CME activity is \$250, which includes processing and creating the CME certificate.**

submit form and payment to MROCC  
836 Arlington Heights Rd, #327  
Elk Grove Village, IL 60007

## ACTIVITY PAYMENT INFORMATION AND EVALUATION

The cost of this 12 CME activity is **\$250.00** (includes processing of activity and emailing of CME award directly from Services, the CME provider). The certificate will be **emailed** to you - please make sure to include a valid address.

Check enclosed payable to MROCC (U.S. Funds Only)

MasterCard     VISA     American Express     Discover Card

Credit Card Number: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Validation/Security Number (last 3 digits on back of VISA, MasterCard & Discover cards; Four digit code on front above account number on American Express cards): \_\_\_\_\_

Signature: \_\_\_\_\_

### TO RECEIVE CREDIT YOU MUST RETURN:

- This payment form with your payment
- The two-page evaluation form
- The completed score sheet showing your answers

Securely Fax to: (847) 483-1282

or Mail to: MROCC, 836 Arlington Heights Road, #327  
Elk Grove Village, Illinois 60007



# University Services

Office of Continuing Medical Education  
SUBMIT THIS FORM AND PAYMENT TO MROCC.  
**DO NOT SEND TO UNIVERSITY SERVICES**

Title of CME Program: MRO Team Manual with Self-Assessment Tool

Author: James Ferguson, DO, FASAM

Date Completed: \_\_\_\_\_

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

Address 2: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Country: \_\_\_\_\_

Email Address (certificate will be emailed): \_\_\_\_\_

Phone Number: \_\_\_\_\_

**Dr. Ferguson completed and signed the University Services faculty disclosure form. Was this disclosure provided in the program material?**  Yes  No

**Please rate your knowledge level of the topic presented:**

Knowledge Level	None	Some	High	Very High
Before Program				
After Program				

**Were the following educational objectives met?**

<i>Upon completion of this program, the participant should be able to:</i>	Yes	No
Explain key provisions of the Department of Transportation regulations, including duties of the MRO and MRO Assistant.		
Describe the relationship between the MRO, the MRO Assistant and other members of the Medical Review Team.		
Explain donor rights at the collection site and in the review process.		
Identify relevant policies and procedures, including chains of documentation, screening and confirmation testing and split specimen analysis for reconfirmation.		
Prepare a strategy for acquiring new clients through needs assessment.		

**What knowledge, competency, or skill was learned from this activity?**

**How likely is it that you will implement the knowledge, competency, or skill learned from this activity in your practice?**

**Do you intend to make a MRO practice change as a result of this program?**  Yes  No

**If so, what changes do you intend to make?**

**Please rate the activity: (5=Excellent, 1=Poor)**

	5	4	3	2	1
Timely, up-to-date content					
Provided appropriate details; was neither superficial nor overly focused					
Presented content that was appropriate for my level of knowledge					

**Did you perceive any commercial bias?**       Yes       No

**List any topics you would like presented in the future:**

**Thank you for taking the time to complete this evaluation form. Your certificate will be sent to you soon.**

This CME activity is provided through the joint sponsorship of University Services and Medical Review Officer Certification Council (MROCC).

This activity has been planned and implemented in accordance with the Essential Areas and Policies of the Accreditation Council for Continuing Education (ACCME) by the Pennsylvania Medical Society. University Services is accredited by the Pennsylvania Medical Society to provide continuing medical education for physicians.

University Services designates this educational activity for a maximum of 12.0 *AMA PRA Category 1 Credit(s)*<sup>TM</sup>. Physicians should only claim credit commensurate with the extent of their participation in the educational activity.

I certify my actual hours spent to complete this activity to be \_\_\_\_\_ hours and \_\_\_\_\_ minutes.

\_\_\_\_\_  
Signature required for CME credit

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

submit form, payment and answer sheet to MROCC:  
836 Arlington Heights Road, #327, Elk Grove Village, IL 60007  
Securely fax to (847) 483-1282.  
DO NOT SEND TO UNIVERSITY SERVICES

## MROCC's SELF-ASSESSMENT ACTIVITY

### *The Medical Review Officer Team Manual: MROCC's Guide For MROs and MRO Assistants*

Please use the score sheet at the end of this self-assessment to record your 26 answers. The completed score sheet and personal information page must be returned to MROCC to obtain credit.

**NOTE: Some questions have five response choices (A through E); some have only four (A through D).**

**1. Name the official government action that established the goal of a Federal drug free workplace?**

- A. Section 503 of Public Law 100-71
- B. Executive Order 12564
- C. Omnibus Transportation Employee Act (OTETA)
- D. 49 CFR Part 40
- E. Drug Free Workplace Act HR 5210-124-Section 5152

**2. If DOT requires a drug testing event for a DOT covered employee that is prohibited by a state law, what is the proper action to follow?**

- A. DOT rules supersede any conflicting state legislation in every instance, so proceed as required by DOT
- B. DOT rules do not supersede conflicting state legislation, so do not proceed as required by DOT
- C. Call ODAPC for an alternative procedure
- D. Follow employer policy

**3. What organization certifies MRO Assistants?**

- A. Medical Review Officer Certification Council (MROCC)
- B. Drug and Alcohol Testing Industry Association (DATIA)
- C. Substance Abuse Program Administrator's Association (SAPAA)
- D. Federal Department of Transportation (DOT)
- E. American Association of Medical Review Officers (AAMRO)

**4. The DER is required to take action after receipt of which MRO report?**

- A. Fax
- B. Email
- C. Verbal
- D. Mailed hard copy
- E. Web posting

**5. Who bears the primary responsibility of establishing and maintaining a drug free workplace policy and program that is compliant with applicable regulations and best industry practices?**

- A. The C/TPA
- B. The MRO

- C. FMCSA auditors
- D. State Attorney General
- E. The Employer

**6. DERs are defined as?**

- A. The designated account manager at the C/TPA
- B. The owner of the company only
- C. An employee authorized by the employer to take immediate action(s) to remove employees from safety-sensitive duties, or cause employees to be removed from these covered duties, and to make required decisions in the testing and evaluation processes.
- D. The MROA who most commonly works with the employer
- E. A low level secretary at the employer

**7. What one piece of paper must the MRO/MROA have in their possession before any DOT result is released to the employer?**

- A. CCF 2
- B. CCF 1
- C. Any legible donor signed copy of the CCF
- D. Drug testing consent signed by the donor
- E. The donor's CDL

**8. What type of error will cause a DOT test result to be cancelled?**

- A. An error that has a significant adverse effect on the right of the employee to have a fair and accurate test
- B. Result review by an uncertified MRO
- C. Result from a specimen collected by an untrained collector
- D. Result for a donor who should not have been selected to test
- E. Result from a specimen tested after having been collected on a non-DOT CCF

**9. Who may cancel a DOT test result?**

- A. Employer
- B. MROA
- C. Donor
- D. MRO
- E. Laboratory Certifying Scientist

**Continue to next question**

**10. What is the proper action to take when a collector receives a urine specimen that has an out of range temperature?**

- A. Seal, pack and ship the specimen to the lab. Do not confront donor.
- B. Mark "no" in the temp in range checkbox on the CCF, indicate collection 1 of 2 in the remarks section, and complete collection. Perform an immediate recollection under direct observation (indicate collection 2 of 2 in the remarks). Send both specimens to the laboratory. Notify DER of direct observation collection.
- C. Ask employer what employer wants done.
- D. Consult collector supervisor for proper procedure

**11. What is the proper amount of fluid and time to allow for a shy bladder procedure?**

- A. At least 40 oz over at least 3 hours
- B. As much as the donor can drink in as long as it takes
- C. Copious fluids overnight and attempt collection the next day
- D. Up to 40oz over up to 3 hours

**12. Which is not a Fatal Flaw?**

- A. There is either no printed collector's name or no collector's signature;
- B. The specimen ID numbers on the specimen bottle and the CCF do not match;
- C. The specimen bottle seal is broken or shows evidence of tampering and a split specimen cannot be redesignated
- D. There is an insufficient amount of urine in the primary specimen bottle for analysis and a split specimen cannot be redesignated

**13. The employee was improperly selected for a random drug test and the MRO becomes aware of this. What is the proper action for the MRO to take?**

- A. Cancel the drug test
- B. Report the error to ODAPC
- C. It is not the MRO's function to determine whether the employer should have directed that a test occur. Review and report the result.
- D. Make the reason for collection "other"

**14. Which Fatal Flaw will always result in a requirement for the collector to undergo error correction training?**

- A. Collector printed name and signature missing from CCF
- B. The specimen ID numbers on the specimen bottle and the CCF do not match
- C. QNS specimen
- D. A & B
- E. All of the Above

**15. Name the laboratory certification organizations most commonly involved in workplace urine drug testing?**

- A. SAMHSA (NLCP) and CAP/FUDT
- B. CLIA
- C. FDA
- D. DOT
- E. NRC

**16. Name the laboratory employee that initiates the internal laboratory chain of custody:**

- A. Responsible Person
- B. Certifying Scientist
- C. Lab Courier
- D. Accessioner
- E. Customer Service Representative

**17. The proportion of truly positive results, as measured by the gold standard that are identified as positive by the test under study is called?**

- A. Sensitivity
- B. Specificity
- C. Selectivity
- D. Positive rate
- E. MRO review rate

**18. What is a laboratory "internal standard"?**

- A. Quality control document for lab personnel
- B. Certification documentation for lab techs
- C. Deuterium labeled analyte added to a specimen undergoing confirmation and expected to be recovered during the confirmation process
- D. NLCP audit personnel

**19. A specimen that contains an unidentified adulterant, or an unknown interfering substance, or has abnormal physical characteristics, or has an endogenous substance at an abnormal concentration that prevents the lab from obtaining a valid drug test result is reported by the laboratory as:**

- A. Invalid
- B. Adulterated
- C. Substituted
- D. Cancelled
- E. Rejected for testing

**20. What must the MRO do that the MROA cannot do according to DOT?**

- A. Cancel the test
- B. Gather medical information from the donor
- C. Verify the laboratory result
- D. Inform the donor of the laboratory result
- E. All of the above

**Continue to next question**

**21. In DOT testing, the official confirmed non negative result is considered to have been received when what is received by the MRO?**

- A. Secure download
- B. Verbal report from the laboratory RP
- C. Accessioner's copy of CCF1
- D. CS signed copy of CCF1
- E. Laboratory toxicology report with quantitative levels

**22. In DOT testing, payment for the split specimen reconfirmation is the responsibility of whom?**

- A. Donor
- B. Employer
- C. MRO
- D. Laboratory
- E. Donor's medical insurance plan

**23. When and how should the MRO/MROA report the MRO verified result of a non-negative drug test?**

- A. Verbally immediately upon verification followed by hard copy
- B. Email as soon as possible
- C. General company voice mail
- D. CCF1 signed by the MRO within 3 days
- E. To anyone who answers the company phone

**24. What Federal agency offers clearance on laboratory processes for hair and oral fluid specimen testing?**

- A. SAMHSA (NLCP) and CAP/FUDT
- B. CLIA
- C. FDA
- D. DOT
- E. NRC

**25. The results of the testing of what alcohol testing specimen should MROs review?**

- A. Breath
- B. Blood
- C. Oral fluid
- D. Urine

**26. According to the Manual, workplace drug testing is what kind of program?**

- A. Detection
- B. Deterrent
- C. Compulsory
- D. None of the Above

1. Use the score sheet on the next page to record your responses. The answer key is the last page.

2. Make sure you print your name on the score sheet and sign it.

3. The score sheet must be returned with the participant attestation, payment method and evaluation sheet for CME credit to be awarded.

4. You may securely fax with your credit card information to (847) 483-1282 or mail to: MROCC 836 Arlington Heights Rd., #327, Elk Grove Village, IL 60007.

**SCORE SHEET**

**The Medical Review Officer Team: MROCC's Guide For MROs and MRO Assistants**

**Question 1:**

A B C D E

**Question 2:**

A B C D

**Question 3:**

A B C D E

**Question 4:**

A B C D E

**Question 5:**

A B C D E

**Question 6:**

A B C D E

**Question 7:**

A B C D E

**Question 8:**

A B C D E

**Question 9:**

A B C D E

**Question 10:**

A B C D

**Question 11:**

A B C D

**Question 12:**

A B C D

**Question 13:**

A B C D

**Question 14:**

A B C D E

**Question 15:**

A B C D E

**Question 16:**

A B C D E

**Question 17:**

A B C D E

**Question 18:**

A B C D

**Question 19:**

A B C D E

**Question 20:**

A B C D E

**Question 21:**

A B C D E

**Question 22:**

A B C D E

**Question 23:**

A B C D E

**Question 24:**

A B C D E

**Question 25:**

A B C D

**Question 26:**

A B C D

**Number of Correct Answers** \_\_\_\_\_

**Print Your Name** \_\_\_\_\_

**Sign Your Name** \_\_\_\_\_

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## ANSWER KEY

### *The Medical Review Officer Team: MROCC's Guide For MROs and MRO Assistants*

- 1) B
- 2) A
- 3) A
- 4) C
- 5) E
- 6) C
- 7) C
- 8) A
- 9) D
- 10)B
- 11)D
- 12)A
- 13)C
- 14)D
- 15)A
- 16)D
- 17)A
- 18)C
- 19)A
- 20)E
- 21)D
- 22)B
- 23)A
- 24)C
- 25)D
- 26) B