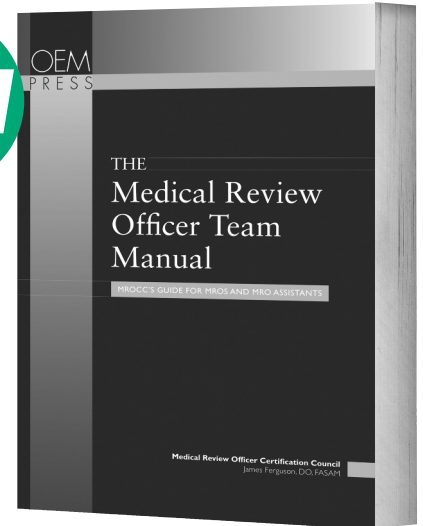




An accessible, practical guide to managing the day-to-day operations of workplace drug testing

The Medical Review Officer Team Manual: MROCC's Guide for MROs and MRO Assistants

James L. Ferguson, D.O., FASAM



As demands for a safe and drug-free workplace grow, federal requirements and a burgeoning work load require that many medical review functions be carried out by medical review officer assistants (MROAs) and others on the medical review officer (MRO) team. This useful, up-to-the-minute manual has been created to help prepare MROAs for certification and to keep the entire MRO team operating at a peak level of professionalism and efficiency.

Offering a complete view of the medical review process, the *Medical Review Officer Team Manual* covers business, scientific, legal, ethical and logistical issues. It is an ideal practical manual for MROs and MROAs and those who work with them and use their services, including employers and others interested in workplace drug testing. The guide can also be used as a companion to Swotinsky and Smith's previously published *Medical Review Officer's Manual* (see reverse), providing "how to" specifics to help the entire MRO team apply the science and art of medical review.

Topics in the Team Manual include core competencies established by the MROCC for MRO Assistant certification, as well as issues related to the smooth functioning of a Medical Review department:

- The roles and responsibilities of the various individuals and team members involved in drug and alcohol test ordering, collection, transportation, processing, and reporting
- Donor rights at the collection site and in the review process
- DOT and HHS requirements and regulations
- Urine specimen procedures, including when and how to look for evidence of tampering, adulteration, or substitution
- Policies and procedures, including chains of documentation, screening and confirmation testing, and split specimen analysis for reconfirmation
- What elements of a review may be completed by staff, and which must be personally completed by the Medical Review Officer
- How to contact the donor and what to do when the donor can't be contacted

- How HIPAA and other regulations affect the information obtained in the review of a drug test
- Distinguishing more important from less important MRO issues
- What the MROA can and cannot do
- The most common types of workplace drug testing, including regulated and non-regulated urine tests, hair and oral fluid tests and alcohol tests
- Practical concerns, such as collection problems and laboratory/MRO interactions
- Reviewing and advising clients about a variety of alcohol test results and dealing with common problems in handling specimens
- Acquiring new clients, assessing their needs and matching services to them

Appendices include relevant regulations and guidance, job descriptions, office and practices templates with forms that can be used as presented or adapted to the reader's individual specifications, plus guidelines for practice and FAQs.

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Dr. James L. Ferguson D.O., FASAM, is Chief Medical Review Officer of Verifications Inc. He is certified by the American Society of Addiction Medicine and the Medical Review Officer Certification Council. Dr. Ferguson is a Director of the Medical Review Officer Certification Council (MROCC) and Course Director for the American Society of Addiction Medicine MRO training program.

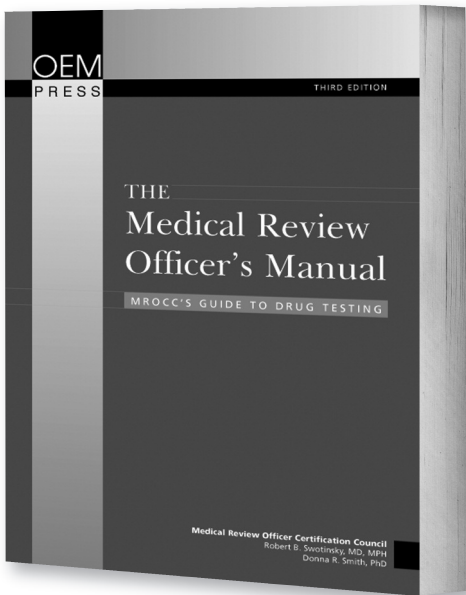
Table of Contents

1. Jurisdiction (Authority) in Workplace Drug Testing
 2. The Medical Review Team
 3. The MRO Office
 4. The MRO Assistant and the Employer
 5. The MRO Assistant and the Collection Process
 6. The MRO Assistant and the Laboratory Process
 7. The MRO Assistant and Review of Test Results
 8. The MRO Assistant and Reporting of Test Results
 9. The MRO Assistant and Alternative Specimens
 10. The MRO Assistant and Alcohol Testing
 11. Practical Tips
- Appendices

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Robert B. Swotinsky, MD, MPH, and Donna R. Smith, PhD

- Integrated coverage throughout of both urine and non-urine specimens, such as hair and oral fluid
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 - MRO review of drug test results
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 - DOT and HHS procedures
 - State drug and alcohol testing laws
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Sponsored by the Medical Review Officer Certification Council, THE MEDICAL REVIEW OFFICER'S MANUAL is your best source for today's highest standards of practice in workplace drug testing.

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Robert Swotinsky, MD, MPH
An occupational physician and medical review officer with Fallon Clinic and Metro/West Medical Center and Founding Editor of the MRO Update newsletter

Donna R. Smith, PhD
regulatory Affairs and Program Development Officer at FirstLab Inc., was formerly Director, Drug Enforcement and Program Compliance, U.S. Department of Transportation and principal author of the DOT drug and alcohol testing rules.

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