Software Solutions for Drug Testing Laboratories

Off-the-shelf software to support laboratory drug testing business

- **Electronic CCF generation/Point of care printing (www.formfox.com)**
- **Custody & Control Form (CCF) imaging**
- **Client web interface**
- **MRO web interface**
- **Software for drug testing program management**
- **Datacenter / Application hosting services**

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Overview

For over 15 years, Compliance Information Systems (CIS) has been a provider of software applications for the drug and alcohol testing industry. Our products range from simple PC-based software for random selections to enterprise level applications utilized by some of the largest players in the industry such as Quest Diagnostics and EMSI.

Our latest suite of applications offers a powerful and unique *solution set* for use by laboratories. From on-demand CCF printing and imaging to advanced web-based client portals, this solution set spans the entire life cycle of a drug test. The most exciting thing about these new applications is that they are available immediately as pre-packaged, off-the-shelf answers to your management needs.

The importance of our solutions being ***off-the-shelf*** cannot be overstated. Traditionally, only the largest laboratories have been able to invest in the development of advanced technology solutions to support their drug testing line of business. Since no single vendor provided a full set of solutions to handle a laboratory's system needs, applications had to be *custom-built* from scratch. Custom built software can be very expensive to design, build, maintain and support, so much so that they can be cost-prohibitive to most regional or smaller labs. Our off-the-shelf applications can be obtained for a fraction of the cost of a custom-built solution and can be implemented in a much shorter time.

The purpose of this document is to familiarize laboratories with CIS technologies and capabilities that are, for the first time, available to laboratories in this off-the-shelf solution set. The systems described herein are not intended to replace your existing Laboratory Management System (LMS); rather, they operate **in conjunction** with them. And while this document describes a number of applications and processes working together to provide a larger end-to-end solution, any one of these solutions might be utilized on its own to fulfill a specific laboratory need.

Electronic CCF generation / Point-of-care CCF printing

Off-the-shelf product/service: www.FormFox.com

Capabilities:

- Utilizes innovative blank laser- or ink-jet-printable single page CCF forms. All client specific information can be loaded into the site and printed on-demand utilizing this generic form
- Allows for urine, hair or saliva testing scenarios and other point-of-care testing devices
- Permits federal collections utilizing 5-part forms
- Provides step-by-step collection guidance for the collector. Utilizes customizable client protocols to accommodate specific needs
- Allows pre-accessioned data entered by the collector to be sent to an LMS. Each form is given a unique bar code allowing quick sample match at the laboratory
- Permits tests to be preordered by the employer and includes a collection site locator (As of November 2009, over 1200 collection sites connected)
- Updates collection status in real time
- Allows CCF imaging. Simple-to-use bar code scanners equipped with digital camera, or our new electronic signature pads capture an electronic image of the collection site CCF
- Offers free service for collection sites and for clients utilizing www.formfoxorder.com (the FormFox pre-order web application)

Laboratory Benefits:

- Outsource CCF printing and distribution
- Significantly reduce CCF form waste or "shrinkage"
- Fast client account set up. No waiting for form generation
- Receive pre-accessioned collection data
- Easy sample match
- Lab cost of approximately $0.20 to $0.25 per form versus the current average cost of $0.70 to $1.00 per form (when accounting for the average "waste" involved with pre-printed CCFs)

Other notes: FormFox is the only "open invite" web-based point of care CCF generation application available today. FormFox is wholly owned, operated and maintained by CIS. CIS is open to working with any laboratory and/or collection site that wants to participate. Our in-house carrier-grade data center provides a solid foundation for reliability (99.999% up time) and security. More information at www.xhelion.com.

Already adopted by both Quest Diagnostics and PAML laboratories FormFox has been singled out as a leading candidate for an industry "standard".

Custody and Control Form (CCF) imaging
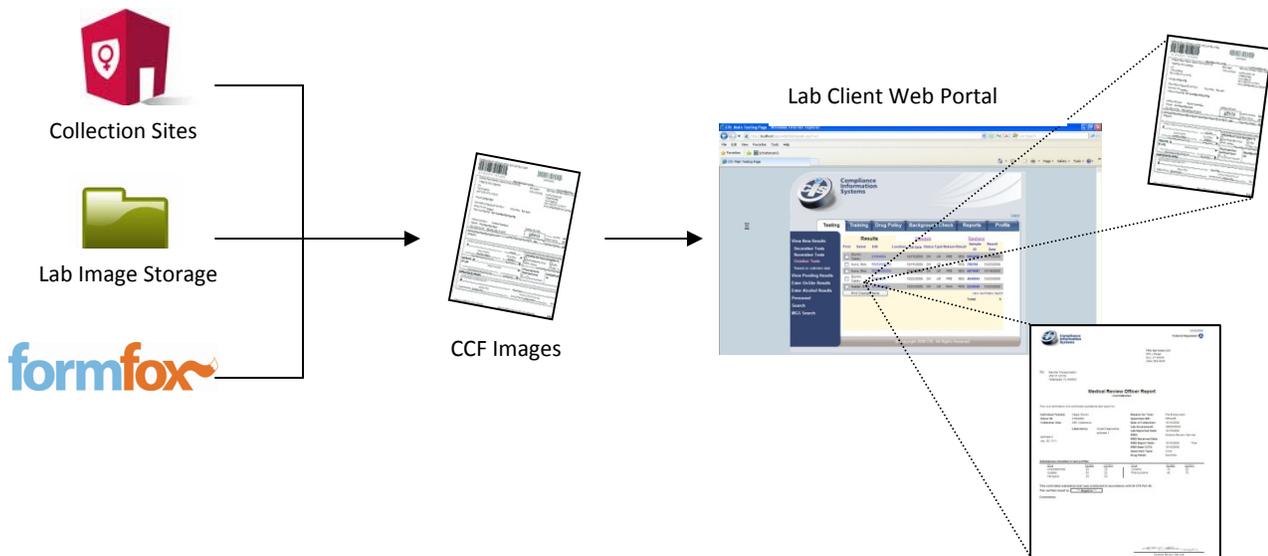
Product/Service: Imaging

Capabilities:

- CIS systems have the ability to:
  - Receive faxed CCF images from collection sites (CIS provides intelligent character recognition (ICR) to glean sample IDs or can provide manual error correction services)
  - Link to an existing directory with images
  - Receive CCF images collected via FormFox
- Web-based CCF search tool for laboratory clients and auto-link to test events
- CIS provides intelligent character recognition

Laboratory Benefits:

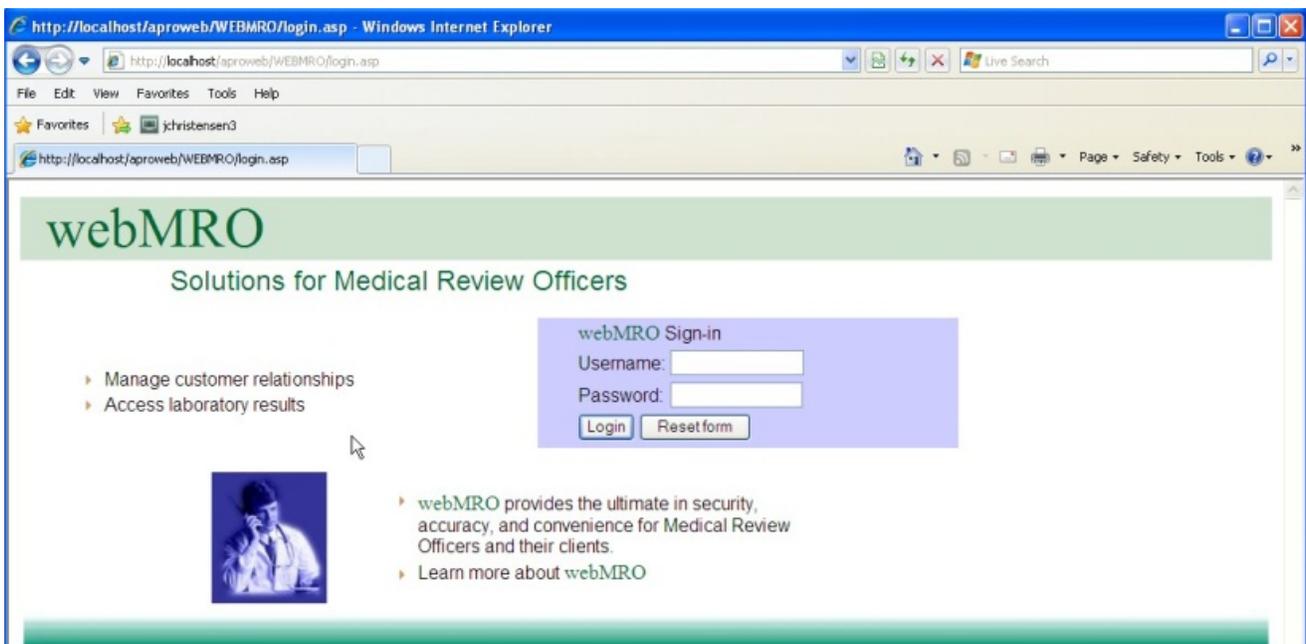- Ability to provide lab or collector web accessible CCF images to clients via easy search tool.

Collection Sites

Lab Image Storage

formfox

CCF Images

Lab Client Web Portal

Client Web Interface

Off-the-shelf product/service: APro Web Pages

Capabilities:

- Can be private labeled with your laboratory logo, color scheme and images
- Posts drug test results & reports online
- Ability to order tests for collection at FormFox enabled collection sites
- View CCF images – searchable by sample ID or linked to test record
- Flexible user account control – create web log-ins for 3 tier hierarchy (Master Account, Company & Location)
- Clients can generate custom queries and searches
- Clients can create and manage their own random pool groups and selections Includes the ability for clients to populate pool groups by importing lists from spreadsheet
- Generates employee test notification letters
- Clients can enter results for onsite or instant tests
- Clients can upload a copy of their drug policy
- Site and link to or provide access to CIS provided

Laboratory Benefits:

- Allows laboratories to improve service offerings
- Increases client reliance on laboratory services

MRO Web Interface

Off-the-shelf product/service: WebMRO

Capabilities:
- Allows MROs to update drug test records with results and information. Results can then be posted to the client web portal
- MROs can view CCF images linked to tests
- Simple-to-use interface provides MRO with donor information, checklists, call logs, status tracking, notes and more
- Web-based system allows the MRO to access the system from anywhere they have an internet connection
- MROs accessing the system only see tests associated with their account(s)

Laboratory Benefits:

- Allows laboratories to provide MRO results on the web

Software for Drug Testing Program Management

Off-the-shelf product/service: Assistant Pro Software

Capabilities:

- Provides labs the ability to manage clients' random selections and general drug and alcohol testing management services: DOT, consortium, and general DFWP programs
- Receives drug test result data from the laboratory LMS
- Allows automated reporting of results via customizable reporting profiles for each client. Options include e-mail, fax and web
- Can generate many reports: DOT required MIS reports, statistical reports, etc.
- Provides the Microsoft SQL backend database for the APro Web pages (see "APro Web Pages" above)
- Track fees for services and generate summary reports or invoices

Assistant Pro screenshot

Datacenter / Application Hosting Services

In the past, it was not uncommon for laboratories to seek out new technology solutions only to run into the reality that they simply did not have the IT resources or systems infrastructure to properly implement them. Servers, firewalls and software can easily reach costs of tens of thousands of dollars and IT support can simply be unobtainable. This inevitably leads to the classic *chicken vs. egg* scenario where the business development or sales team requires these technologies to win new business, but the laboratory will not provide the funding without the funding to back it. What often results is a compromise of limited value. Someone from IT ends up creating a way to push results to a website and the development ends there. You can't really blame the IT group for not wanting to get involved in advanced systems development. They will likely get paid the same whether or not they build and support a system specifically for the drug testing business.

The solution to this problem involves:

1. Outsourcing all things IT related so that no additional equipment is required
2. Limit the amount of workload for laboratory IT staff

Fortunately, CIS offers both.

CIS Datacenter

Because we operate our own carrier-grade datacenter, laboratories can rely on CIS to provide the proper systems infrastructure and IT support so they can offer advanced web-based solutions to clients without the high costs.

Our facility provides all the physical, electronic and operational securities you would expect from a Tier III datacenter. We offer N+1 redundancy capabilities, redundant ISP providers, dedicated firewalls, 24/7 staffing and to date 99.999% uptime.

Summary

For the first time, laboratories can obtain advanced web-based solutions to help support their drug testing line of business by utilizing off-the-shelf software solutions developed by CIS. These solutions include:

- Electronic CCF generation and point-of-care printing
- CCF imaging
- Client accessible web portal (Results, pool group, reports, client self management, etc.)
- MRO web portal
- Software for drug and alcohol program management

These solutions can be implemented as pieces of a larger enterprise style solution, or utilized separately to fulfill a specific need.

Traditional barriers preventing laboratories incorporating these types of solutions include the expense of systems infrastructure, development and maintenance of the software and lack of IT resources. CIS can help eliminate or significantly reduce these barriers by utilizing existing software solutions and by providing application hosting service via our Tier III data center.

The systems outlined in this document can help smaller regional laboratories compete with some of the largest laboratories in the nation and provide a higher level of service to their drug testing clientele.

Whereas in the past, these types of solutions may have been out of reach, it may now be a good time to review CIS system capabilities for your lab.

To find out more about how CIS can help your company, visit our website at

www.complianceinfosystems.com

or call:

800.647.9070