

# Drug test collections: Creating the optimal donor experience

Providing a drug test specimen can seem foreign and filled with unknowns. From the point of view of the person taking the drug test – often referred to as the donor – there are some tried and true ways the drug test collection process can be optimized to result in a positive and hassle-free experience.

Here are three tips for drug testing success:

## 1. Schedule an appointment



Locate a convenient PSC using our online scheduling tool before sending someone for his or her drug test collection.

- Once a site is selected, schedule one person for each available open time slot.
- Allow ample time for an individual to complete a collection.
- It's important to avoid sending multiple donors at one time without appointments. This can cause lengthy wait times and frustration for donors.

**Insider tip:** Schedule an afternoon collection for the best availability and shorter wait times.

## 2. Follow collection site etiquette



A persistent issue that our PCS teams encounter is a donor bringing children to a drug test collection. Why is this an issue?

- No one except the donor - including children - is permitted where the drug test is being performed in order to protect our drug testing process.
- Unsupervised children in waiting areas may negatively impact others waiting.
- Our teams are committed to quality collections and cannot provide childcare.
- PCSs have limited access to restrooms because they are dedicated for urine drug testing, therefore access is limited.

## 3. Utilize on-site collections



Scheduled, on-site collection events can be a great alternative to a PSC drug test with benefits such as:

- Simplified logistics
- Reduced employee downtime
- Less opportunity for subversion of the drug testing process
- Groups of employees tested in one time period
- Cost savings

**Insider tip:** Advanced scheduling (10 business days required to prepare for an on-site event)

Our collection sites train to handle varied testing scenarios. However, if your company performs more predictable drug tests such as pre-employment tests, please take into consideration the donor and the collection site by planning ahead and following these best practices.

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