

CASTLE BRANCH:

Drug Test FAQs

Where do I view instructions on how to complete my drug test?

Go to your "To-Do List" and to the left of the "Drug Test" item click on the blue plus sign for the steps required to complete the process.

How do I locate a collection site and schedule my appointment?

- **Drug Test (E-Chain)** - You will receive a registration form either in your email or directly in your drug test requirement. This form will assist you with scheduling your drug test and finding a location with the specified lab. We conduct registration every day Sunday-Friday. If you do not receive your registration form within 48 hours of order placement, please contact our Service Desk for assistance. Depending on the lab, we will either provide you with a list of collection sites in or around your current resident (entered during the order process) or will give you the link to the laboratory website and instructions on finding a collection site. It is your responsibility to schedule your appointment with the collection site and provide your unique registration code and picture ID.
- **Drug Test (Standard)** - Your drug test requirement will instruct you to go to your school administrator with your order confirmation so that you can receive your drug testing order form. At that time, either your administrator will provide you with the location where you will take your drug test, or you can choose a site from the list provided on your specified lab's website. You will then schedule your appointment, following the instructions provided for you. On the appointment day, bring your picture ID and your drug testing order form.

It's been 48 hours. Why have I not received my drug test registration email?

Check your spam/junk folders. Check your "To-Do List" Drug Test item and click on the blue plus sign to expand the informational text. If you cannot locate the email or do not have the registration information within your account, contact the Service Desk to be re-registered.

What if there is not a collection site near me?

If your school is set up for electronic registration and we do not provide you with an option within 50 miles of your current address, please contact our Service Desk. We may be able to find a site closer to your school or assist you in finding a private collection site that has an agreement with one of our labs.

How do I complete my drug test if I am instructed to see my school administrator within the Drug Test instructions?

If your school is located in a more rural part of the country, you may be directed to see your school administrator to get a paper chain of custody form, in lieu of being registered electronically. This form will direct you to a private collection facility.

How long does it take for results to be returned?

Negative results are typically available within 3-5 business days after completing your test. Results may be sent on to our Medical Review Officer (MRO). Results processed via an MRO may take longer to be returned.

My test results say I am positive, but I have a prescription. What do I do?

All non-negative tests are sent to a Medical Review Officer (MRO) for further review. The MRO will contact you for an interview; a minimum of three contact attempts will be made over a two-day time period. The MRO will request written documentation or electronic documentation for any prescriptions that may have produced positive test results. You have 24 hours to provide written documentation or electronic documentation of your prescription(s).

What do I do if I am contacted to retest?

You may be contacted to retest if your drug test results in a fatal flaw or dilute negative. You will receive a new chain of custody form to take back to the lab. If specimen is rejected due to donor error, you may be contacted to place or pay for a new order.