



DrugPak Software Suite Newsletter

Premier Drug and Alcohol Testing Software

October 2006

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Automate Result Reporting With Add-On Modules

Reporting test results to clients is one of the most time consuming aspects of the substance abuse testing industry. That is why Scanlon Associates has several add-on modules to that let you leverage technology to save time.

DP Informer helps automate transmission of result information. You can specify the format and transmission method for each of your clients and then let

We're Here to Help You!

We appreciate that you have chosen DrugPak to manage your substance abuse testing data. This newsletter is an opportunity for us to pass on news, helpful hints, and suggestions. If you ever have any questions or problems, don't hesitate to contact us.

Be sure to regularly check for DrugPak module updates at [http:// www.drugpak.com/update](http://www.drugpak.com/update) and remember to read the release notes to learn more about the changes.

The following modules have recently been updated:

[DrugPak Main Module \(9/27/2006\)](#)

[Document Manager \(9/15/2006\)](#)

[MRO Management \(9/27/2006\)](#)

• **Tips for an Easy MIS**

If you work with DOT testing, You are probably starting to think about the MIS form. DrugPak provides exactly what you need.

Tip #1: The Covered Employees section (2a and 2c) is a *count of the average number of participants eligible during the course of the report date range*. This means that it will reflect the average number of participants in the specified group who were eligible for random selection during the date range that you specify in the MIS report options.

Tip #2: You must specify which date to use to create the MIS report. You can choose the MRO Verification Date or the Collection Date. The choice will be based on the answer to this question: "If a specimen is collected on 12/31/2006 and is MRO verified on 01/01/2007, in which year should it be reported?" At this time to the best knowledge of Scanlon Associates, there is an open answer to this question and so we leave the choice to you.

DP Informer take care of the rest. Documents can be transmitted via fax or email or both. Using filters, you can even specify and/or limit which results are sent through DP Informer . You can address documents to multiple recipients in the same company and different recipients for different groups of tests. All of these systems work without having to check a list of which-clients-get-what-format and without having to hover over the fax machine all day.

DP Facts-On-Demand works with DP Informer to allow your clients to use a touch-tone telephone to request documents. They can request lists of new results or results for specific donors. Facts-On-Demand can send the information via email or fax. Results can even be verbalized over the phone to deliver immediate information. Now your clients can have their documents sent to them when they want them. They can even have the results sent to a different fax number so they can get their results when they are on the road or at a remote location.

DP Live gives your clients a secure interactive web site to access and update their data. Your clients can log in with their own user name and password and retrieve the information they need when they need it. Through your DP Live web site your clients can view new results and print result letters, but that's only the beginning. Visitors can create their own result lists and participant lists or search for specific items. They can also see lists of

Tip #3: Occupation codes COUNT! When entering a participant record for a DOT organization remember this: The DOT administration and Occupation Code that is assigned to the participant record will be automatically assigned to every random selection and result record associated with this participant (if they are selected, tested, one, both, or neither). Valid DOT administrations include FMCSA, USGA, FAA, FTA, RSPA, and FRA. For 2006-2007 reporting RSPA is still appropriate to use.

Options in DrugPak's MIS Report settings allow for variations in grouping, custom codes for test types, substances, and many other data entry complexities. If you find that you have questions about how to get your MIS report generated accurately, plan to sign up for one of our MIS webinars that will be offered next month. Now is the time to be planning your MIS reporting before year end!

[Learn more about DrugPak through training.](#)

- **Converting from LabOne to Quest Diagnostics**

LabOne was recently acquired by Quest Diagnostics. DrugPak users who previously downloaded result data from LabOne to import through MRO Management are being transitioned to download from Quest. Scanlon Associates and Quest have been working together to provide the software and support necessary to facilitate this transition.

It is important to Scanlon Associates that your result import is accurate and complete. If you are experiencing any problems importing result data from Quest Diagnostics or any of the many laboratories and MRO offices that provide results through MRO Management, please contact the DrugPak Help Desk so we can provide assistance.

Both Scanlon Associates and Quest Diagnostics value your business and we are dedicated to making this transition as smooth as possible for all concerned.

The DrugPak Support Team can be contacted via phone and email. Call us at (800) 321-7826 x220 or use the link below.

[Contact DrugPak support via e-mail.](#)

- **October Webinars**

Participant Import Webinar

Basic and advanced techniques for importing lists of



outstanding random selection tests, add and remove participants from random selection pools, and request alternates.

If you are not comfortable giving some clients total access, you can specify the rights and restrictions of your DP Live visitors. You can use filters to restrict them by company, homebase, test status, and many other individual and combination parameters. After giving your clients access to your DP Live web site you will probably notice a significant drop in phone calls and as well as a significant increase in customer satisfaction.

Scanlon Associates understands how important it is to increase your productivity. With DP add-on modules you can choose how to automate your office without losing control.

For more information on any of these products, a FREE live trial demo with product orientation, or a CD of all DrugPak Software Suite modules, call our Sales Team today at 800-321-7826 x203 or write to sales@drugpak.com.

[Visit DrugPak.com for more information about these useful modules.](#)

participants into DrugPak. Importing is one of the most in-demand topics for our support Help Desk. This session will cover all aspects of taking client-prepared files and getting the data correctly into your DrugPak system.

Participant Import - 60 minutes - \$59

Thursday Oct. 19th 12 noon Eastern Time*

Random Selection Webinar Learn how to use DrugPak's Random Selection Expert to quickly and easily perform random selections. In-depth coverage of random selection profiles, the random selection expert and random selection program statistical analysis.

DrugPak Random Selection - 90 minutes - \$69

Thursday, Oct. 26th 12 noon Eastern Time*

Support Plan members receive an automatic \$10 discount on all webinars!

Contact Scanlon Associates today to make your advance reservations. Call (800) 321-7826 x202.

Attendees are welcome to have one computer connected to the on-line portion and one phone connection to the conference call, but have as many people view and listen in your office as you wish. Advance payment is necessary to reserve your place and includes the cost of the web connection and the toll-free conference call.

***Please note: all times for webinars are Eastern.**

Adjust for your location accordingly and please be prompt!

There is a limited number of "seats" available for each webinar. Please be considerate of others who may wish to attend. In the event you cannot attend a webinar for which you have registered, kindly give at least one day notice that you will not attend. We will be unable to give refunds or reschedule webinars unless we receive your cancellation at least one day before the scheduled webinar start time.

[Click Here for the complete webinar schedule.](#)

- **DrugPak Keeps Growing -- Over One Thousand Systems!**

Thanks mostly to word-of-mouth references from current users, DrugPak continues to flourish. We surpassed the 1,000 systems milestone earlier this Spring. Sales records for all the add-on modules are being broken this year as well. We will be well on our way to 1,100 systems by the end of this year.

2007 will be the most exciting year in the history of DrugPak. We will soon be celebrating the start of DrugPak's 20th year. Along with that, we will be introducing more features and enhancements than ever before. Watch our future newsletters for more specifics on how you can participate in these exciting upgrades.

In the meantime, even though we are growing we intend to maintain our personal relationship with all our customers. Whatever issues or questions you may have about the software, we are here to help you. From each member of the DrugPak Team, we thank you for your continued use and support of DrugPak!

[Click here to visit the DrugPak website.](#)

support@drugpak.com
<http://www.drugpak.com>

(800) 321-7826

- **Think About It**

"Opportunity is missed by most people because it is dressed in overalls and looks like work."
-- Thomas A Edison

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