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1-800-321-7826

## DrugPak Software Suite Newsletter

Premier Drug and Alcohol Testing Software

June 2007

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### 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.

### Explore Your Options

The preferences and options in DrugPak provide a variety of ways for you to customize your software. DrugPak is used in hundreds of offices across North America. The same software does a great job of managing drug and alcohol testing programs for a Third Party Administrator or a Medical Review Officer, a school district or a trucking company, an IT staff or a self-proclaimed computer novice.

In addition to options in the DP Main Module, every other module of DrugPak has its own set of options. You might be surprised by how many options there are and you will probably find something that will save you time every day.

DrugPak has global settings and user preferences. Global options can only be updated by the MASTER user, but any DrugPak user can modify their own user preferences. Many of the user preferences focus on making data entry faster and easier. Tab order options (settings where you choose fields that you do use and skip over fields you do not use) are the most commonly changed user preferences, but you also have options like the "New Selection Expert", using a filter on the main screen, re-enabling "do not show this message again" warnings, drop-down list sorting, and more. Customizing your user preferences might save you time and frustration in your workday.

DrugPak's global settings are options that apply to every user. Customizable fields, global-level result default

### Quick Links

Be sure to regularly check for DrugPak updates at [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](#)  
(3/22/2007)

[Document Manager](#)  
(02/07/20)

[DrugPak.com](#)  
[Contact Us](#)

### Import Result Data with MRO Management

One of the most time-consuming aspects of substance abuse testing management is entering data. In many cases it is possible to electronically import result data rather than manually enter it into DrugPak! MRO

Management serves as a result data import engine as well as a holding area for results that require review. Importing result data is one of the various tools DrugPak offers for making your result processing more efficient and effective.

The idea of MRO Management starts with your result data. Results that are reported from a laboratory can often be delivered in a data file as well as, or instead of by fax. Scanlon Associates has an extensive library of translation formats including all major laboratories, many national MRO practices, and various testing devices--over 40 in all. Custom translations can be created for new trading partners as well!

Once data has been delivered to your computer, MRO Management reads the information, arranges everything in the correct DrugPak data format, and validates the information. Customizable automation levels allow you to define warnings for missing and mis-matched information so that you can decide what results can automatically report through DrugPak and which results need to be held for review.

MRO Management provides an easy interface for reviewing problem and non-negative results including an in-depth MRO

values, virtual letterhead, and other powerful features can be arranged through your global settings.

The DrugPak Help documents explain the options, but if you ever have questions about any DrugPak preference, tool, or feature, please contact the DrugPak support department.

## Complicated Billing Situations? Try "Custom Billing Rules."

DP Billing makes it easy to set your prices and automate your invoices, but what do you do when you have a price structure that is not easy to configure?

Many DrugPak users have complex pricing for some or all of their clients. While DP Billing makes it easy to setup simple prices, it also has tools that allow you to define more complex prices. DP Billing's Custom Billing Rules can use filter statements to define variations in price based on other values in the test result record. Here are some examples of typical Billing Rules, but you can always contact DrugPak Support for assistance in setting up these and other advanced features.

**Example 1: Charge a fee for after-hours collections.** This situation can be defined by the following filter; *(UPPER (timecollec) >'1800' or UPPER (timecollec)<'0800') AND NOT(EMPTY (timecollec))*

This means "the collection time some value entered (not empty) and is after 6 PM or before 8 AM". Using this filter, you can add a fee to the standard testing and/or collection fees.

**Example 2: Offer a discount if the collection site is your office.**

It is easy to add a fee for a particular collection site, but what if your price is standard regardless of where it is collected, but you give a discount for one particular collection site? DP Billing Custom Rules can be used to add a fee or subtract a discount! The filter *coll\_site='ABC'* can be used (where ABC is the collection site code in question) and a minus dollar value (i.e. -\$10) will take care of this variation.

**Example 3: You charge a higher fee for hair tests than your other sample types.** If most of your drug tests are on urine samples and your standard fee reflects this price you can create a custom rule to define the difference in price for any other sample type. In the example of a hair test the filter would be *spec\_type='H'*.

DP Billing's Custom Billing Rules can be accessed in DP Billing in the File menu (top left of the window). Billing rules can be defined for all companies (through the DEFAULT profile) or for any one company. Multiple rules can be established and the order of execution can be manipulated.

June Webinars



Result Worksheet and access to Document Manager images. Issues of concern for each result are clearly identified and final processing is not permitted until all issues have been addressed.

MRO Management represents the keystone of automation in DrugPak, dramatically reducing processing time per result as well as data entry mistakes. With the ability to import data from a variety of sources and detailed control over processing options, any DrugPak user who considers result data entry a significant burden can reduce time and increase accuracy by electronically importing result data. Consider reducing the weight of your burden through automation with MRO Management.

[Visit DrugPak.com to learn more](http://www.drugpak.com)

phone : 800-321-7826  
 fax : 814-237-4193  
[support@drugpak.com](mailto:support@drugpak.com)

### **Advanced Data Export**

Basic and advanced techniques for creating export files from DrugPak. Learn how to export data such as participant lists, mail-merge data, and other common export tasks. This Webinar requires that you have attended a session of the Basic Filter Building webinar.

**Advanced Data Export - 60 minutes - \$59**  
**Monday June 18th 1:00 PM Eastern Time\***

### **Participant Import Webinar**

Basic and advanced techniques for importing lists of 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 June 21st 12:00 noon Eastern Time\***

### **Introduction to Version 6**

The Main Module of DrugPak version 6 is being released this month and more modules will be released in the next few months. Learn about the core changes to the new version, steps for upgrading and how you can plan to take advantage of new features.

**Introduction to Version 6 - 60 minutes - \$59**  
**Monday June 25th 11 AM 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.

## **Think About It**

"You don't have to be a 'person of influence' to be influential. In fact, the most influential people in my life are probably not even aware of the things they've taught me."

-- Scott Adams - American Cartoonist, author of Dilbert

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