

QUEST DIAGNOSTICS

PREFERRED DRUG SCREEN MYSTERY SHOP

INSTRUCTIONS

QUESTIONNAIRE

Visit an assigned location to evaluate the drug screen collection process and the employee's adherence to the strict procedure for collecting a urine sample for drug screening.

Before You Begin

- Review your shop confirmation
- Have a printed test requisition form
- Confirm location's drug screen hours

Don't Forget!

- Take your ID and test requisition form
- Confirm the water is off in the restroom
- Get the names of the employees



General Requirements

- Read all instructions and the entire questionnaire before you complete the shop.
- Do not participate if you may test positive for an illegal or controlled substance.
 - Collected specimens will be tested, but results will not be provided to you.
- Check your shop confirmation for the name/address of the assigned diagnostics company.
- You will be visiting an assigned location for a DOT (Department of Transportation) pre-employment drug screening. The DOT agency is FMCSA (Federal Motor Carrier Safety Administration). If asked, you are going to be a driver.
 - A test requisition form will be emailed or mailed to you. If received by email, print it out.
 - Bring this form AND a valid driver's license or photo ID with you to the appointment.
- If offered, accept a copy of your donor form to upload with your report.
- Take a business card if available, but do not ask for one.
- Do not take any photos while inside the location for any reason.
- Submit your report to <https://shopperhub.cxgroup.com/> within 12 hours of completing the shop.
- Retain all documentation for six months following your shop.
- You or your immediate family members cannot have ever worked for the diagnostics company you evaluate.



Shop Instructions

Step #1: Go to the assigned location on the date listed in your shop confirmation

- Check in at the registration desk upon arrival. Have your test requisition form and ID ready.
 - If an employee is not at the registration desk when you arrive, look and listen to determine what they are doing in other areas.

- Get the name of the employee who assists you at the registration desk.
 - If a nametag cannot be seen, casually ask for their name.
- Provide any information on the test requisition form if asked.
- Show your driver's license when asked for ID, and use your real information.
- Decline to provide your Social Security Number if requested.
 - If they will not see you without your Social Security Number, it's okay to provide it.
- Count the number of people waiting when you sit down in the waiting area.
- Make note of the amount of time you wait until you are taken back.

Step #2: Follow the collector's instructions after being called back

- Get the name of the collector who assists you with the collection process.
 - If a nametag cannot be seen, casually ask for their name.
- Before the collection process begins, do the following as the collector requests:
 - ✓ Listen to or read a summary of the collection process
 - ✓ Provide your driver's license/paperwork
 - ✓ Empty your pockets
 - ✓ Put any bags or purses in a locked box
 - ✓ Wash your hands with water and dry them
- Enter the restroom, and provide the sample amount requested by the collector.

Step #3: Before leaving the restroom and while alone, make the restroom observations

- Check the general cleanliness of the restroom.
- Look for soaps or other adulterants that could be added to a urine sample to alter it (e.g., hand soap, solvents, cleaners, hand sanitizers, bottles, sprays, etc.).
- Check for blue or other coloring in the toilet.
- Confirm the water to the sink has been turned off to prevent sample dilution.
 - The collector should shut off the water or wrap the faucet with tamper-evident tape. They may shut off the water remotely, without you being aware of it.
 - **Important!** If there is no tape on the faucet, you are required to turn the faucet handle gently and discreetly to confirm the water has really been shut off.
 - Do not just assume the water is on or off. Physically turn the faucet handle to confirm, even if you are told not to turn the water on and even if you just successfully used that sink to wash your hands before being left alone.
 - It is rare, but if the collector hears the water, tell them you're sorry, but it's just a habit to wash your hands. If they refuse to help you after that, leave and notify your scheduler.

Step #4: Pay attention to the collector's actions as they handle your sample

- After you leave the restroom, the urine sample must stay in view of both you and the collector until it is poured into the testing bottles and sealed.
 - Note if you or the collector are left alone with the sample before it's sealed.
- The collector should check the temperature of the urine within 4 minutes.

- Note any attention they pay to the cup. They may look at the temperature strip on the cup as they walk.
- The collector should pour the urine into two specimen bottles and seal them with label specimen seals.
 - The seals should wrap across the top of the bottles. This should be done in front of you.
 - Note if anyone other than the collector pours and seals the bottles.



- Make note if you are asked to initial the seals while they are still attached to the paperwork (or label pad) or at any time before they are placed on the bottles.
- You should be asked to compare the Specimen ID on the seals you initial to ensure it matches the same Specimen ID on the computer screen or paperwork.
- After the specimen bottles are sealed and you have initialed them, you will be asked to read, sign, and date the Donor Certification statement.
 - Note if you are asked to review or sign the statement at any time before the specimen bottles are sealed and initialed by you.
 - For paper forms, the statement is on the 2nd page of the test requisition form (titled Step 5: Completed by Donor).
 - For electronic (emailed) forms, you will be asked to read the statement on a screen and sign electronically on a signature pad.



QUESTIONNAIRE

Shop date:

Start time:

End time:

Arrival/Greeting Experience

1. Including you, how many people were in the waiting area when you sat down?

- | | |
|--------------------------------|--------------------------------|
| <input type="checkbox"/> 1-5 | <input type="checkbox"/> 16-20 |
| <input type="checkbox"/> 6-10 | <input type="checkbox"/> 21+ |
| <input type="checkbox"/> 11-15 | |

2. From the time you arrived, how long did you wait before being taken back to submit your specimen?

- | | |
|--|---|
| <input type="checkbox"/> I was taken back right away | <input type="checkbox"/> 21-30 minutes |
| <input type="checkbox"/> Less than 10 minutes | <input type="checkbox"/> More than 31 minutes |
| <input type="checkbox"/> 11-20 minutes | |

3. If employees were busy or away from the registration area when you arrived, what did you observe/hear them doing in other areas?

- | | |
|--|--|
| <input type="checkbox"/> Assisting other patients or employees | <input type="checkbox"/> I did not see or hear employees when I arrived |
| <input type="checkbox"/> Doing work-related tasks | <input type="checkbox"/> N/A – an employee was available to assist me when I arrived |
| <input type="checkbox"/> Having a personal conversation | |

4. Were you greeted upon your first encounter with an employee?

Examples of a greeting include but are not limited to: "Hello," "How are you today?," "Welcome," smiling, making eye contact, etc.

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

5. Did the employee who asked for your paperwork or identification speak to you in a courteous manner?

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

6. If no, describe what was not courteous in the way the employee spoke to you:

7. Name of the employee who assisted you with your paperwork:

The employee's name is required.

Collection Process

8. Name of the employee performing the collection:

The employee who collects the specimen is known as the 'collector'. Their name is required. This may be the same employee who assists you with your paperwork.

9. Specimen ID #:

For paper test forms, the specimen ID # is the 2nd set of numbers under the barcode. Enter N/A if you received the test form via email.

10. Was the collection process explained to you?

The explanation must be verbal. Answer No if the collector only asked you to read the information on the computer screen.

Yes, collector verbally explained the information

No, collection process was not explained

11. Did the collector verify your identity with a picture ID?

Yes

No

12. Were you asked to show the contents of your pockets?

Answer Yes if you did not have any pockets.

Yes

No

13. Were you allowed to bring your purse, briefcase, or bag(s) into the bathroom without having them locked away?

Donors are not allowed to bring any unsecured purses or bags into the bathroom to ensure they do not have products that can be used to tamper with the urine sample.

Yes

N/A – I did not have a purse, briefcase, or bag

No

14. Were you asked to wash your hands before the collection?

Yes

No

15. Was there blue or other coloring in the toilet?

Blue or other coloring is required in the toilet to prevent donors from using the water to dilute the urine sample in order to get more time to 'clear out' their system before they are asked to re-take the test due to a diluted sample.

Yes

No

16. If yes, please describe the coloring:**17. Was the water in the sink turned off (or was the sink secured with tamper evident tape so that the water could not be turned on) while you were providing a specimen?**

The collector is required to turn off access to water in the bathroom while a donor is giving the urine sample. This is to ensure they cannot dilute the sample in order to get more time to 'clear out' their system before they are asked to re-take the test due to a diluted sample.

Yes

No

18. If no, please explain what was not secured:**19. Were there soaps, solvents, cleaning supplies, sprays, or other possible adulterants present in the bathroom that were not secured?**

None of these products should be accessible to you. Soap dispensers hung on the wall are okay as long as they are secured with tape or other means so that you cannot use the soap while providing the specimen.

Yes

No

20. If yes, please describe what products were present and whether or not they were secured:**21. Did the collector check the temperature of the specimen on the specimen cup?**

The collector is required to take the temperature of the urine as a validity check to ensure they have a fresh urine sample from the donor and urine was not brought in from another source. Pay close attention. They may just glance at the cup to check the temperature while walking.

Yes

No

22. Who poured the specimen from the collection cup into the specimen bottles?

The collector is the only person allowed to pour the urine into the specimen bottles. They must do this in view of you but cannot let you pour the specimen yourself to protect the validity of the sample and test results.

Collector poured the specimen

I poured the specimen

23. Did you initial the bottle seals AFTER they were placed on the bottles?

The collector is required to place the bottle seals from the front of your test requisition form BEFORE you are asked to initial the seals. This is to confirm that you witnessed the urine being placed in the bottles and sealed in your presence. It is important to note if you initialed the seals at any time before they were placed on the bottles.

Yes, I initialed after the seals were placed on the bottles

No, I initialed while the seals were attached to the paperwork or attached to the label pod

24. Were the specimen bottles sealed in your presence?

The collector is required to seal the specimen bottles in your presence to protect you as the donor and the test center.

Yes

No

25. Did both you and the collector have visibility of the specimen from the time you left the bathroom until the time the bottles were sealed?

You AND the collector are required to be in view of the urine specimen from the time you hand it off until the bottles are sealed to ensure the validity of the test results. This is so the donor has no opportunity to tamper with the urine and to protect the donor by ensuring the collector does not go out of their view, giving them no visibility to what might happen to the urine.

Yes

No

26. If no, please explain who did not have visibility of the specimen and what the circumstances were:

27. Were you asked to read, sign, and date the Donor Certification statement AFTER the specimen bottles were sealed and initialed?

As the very last step in the process (after sealing the bottles), the collector is required to ask you to read, sign, and date the Donor Certification area of the 2nd page of the test requisition form (titled "Step 5: Completed By Donor"). If the collection was completed electronically, you will be asked to read the donor certification statement on the computer screen and sign electronically on a signature pad.

Yes, I signed after the bottles were sealed and initialed

No, I signed before the bottles were sealed and initialed

28. Were you asked to compare the Specimen ID on the bottle seals you initialed to ensure it matched the same Specimen ID entered/scanned on the computer screen OR on the paper Custody and Control Form?

Yes, I was asked to compare the Specimen IDs

No, I was not asked to compare the Specimen IDs

Collector Interaction

29. Did the collector introduce him/herself as the person who would be taking care of you?

If the collector who assisted you at the registration desk was the same person who assisted you with your specimen collection, answer Yes if they introduced themselves at any time before your specimen was collected.

Yes

No

30. Did the collector take time to answer your questions without frustration?

Yes

N/A – I did not ask a question

No

31. Did the collector make a parting statement when you were ready to leave?

Examples of parting statements include but are not limited to: "Thank you for coming in," "Have a great day," "Goodbye," "See you next time," etc.

Yes No

32. Did you sense that the collector was happy to be of service?

Yes No

33. If no, explain why:

Observational Assessment

34. Was the bathroom clean?

Yes No

35. If no, please describe what was not clean:

36. While you waited, were you able to hear employee discussions of other donor/patient health or personal information?

Yes No

37. If yes, please explain what you overheard and where the conversation took place:

38. Did you observe any of the positive behaviors listed in the following question?

Answer Yes if any employees exhibited any positive behaviors, including working at a good pace, showing good verbal skills, making you feel cared for and listened to, or being polite, respectful, patient, attentive, and helpful.

Yes No

39. If yes, which of the following positive behaviors did you observe?

Select all that apply.

- | | |
|---|---|
| <input type="checkbox"/> Staff working at a good pace | <input type="checkbox"/> Helpful |
| <input type="checkbox"/> Polite | <input type="checkbox"/> Felt cared for and listened to |
| <input type="checkbox"/> Respectful | <input type="checkbox"/> Attentive |
| <input type="checkbox"/> Patient | <input type="checkbox"/> Other |
| <input type="checkbox"/> Good verbal skills | <input type="checkbox"/> N/A – I did not observe positive behaviors |

40. Did you observe any of the negative behaviors listed in the following question?

Answer Yes if any employees exhibited any negative behaviors, including working slowly, being overly focused on paperwork or computers, socializing before patient care, having poor verbal skills, making you feel not well cared for or listened to, or displaying rude, indifferent, impatient, or condescending behavior.

Yes No

41. If yes, which of the following negative behaviors did you observe?

Select all that apply.

- | | |
|---|---|
| <input type="checkbox"/> Staff working slowly | <input type="checkbox"/> Did not feel cared for or listened to |
| <input type="checkbox"/> Rudeness | <input type="checkbox"/> Overly focused on paperwork or computer |
| <input type="checkbox"/> Indifference | <input type="checkbox"/> Staff socializing before patient care |
| <input type="checkbox"/> Impatience | <input type="checkbox"/> Other |
| <input type="checkbox"/> Poor verbal skills | <input type="checkbox"/> N/A – I did not observe negative behaviors |
| <input type="checkbox"/> Condescending | |

42. Describe any negative behavior observed:

Be specific when describing negative behavior. Include details on what you observed employees doing and saying and where they were at the time of the observation.

43. Provide a summary of your interaction with the staff:

Provide a detailed summary of your interaction with the employees and your experience with the specimen collection process.

44. Upload proof of shop if received (a business card, your copy of the donor form, etc.):

END OF QUESTIONNAIRE