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# MRO Related Items



The role of the MRO generally

Consideration of time differences on communications

Language differences

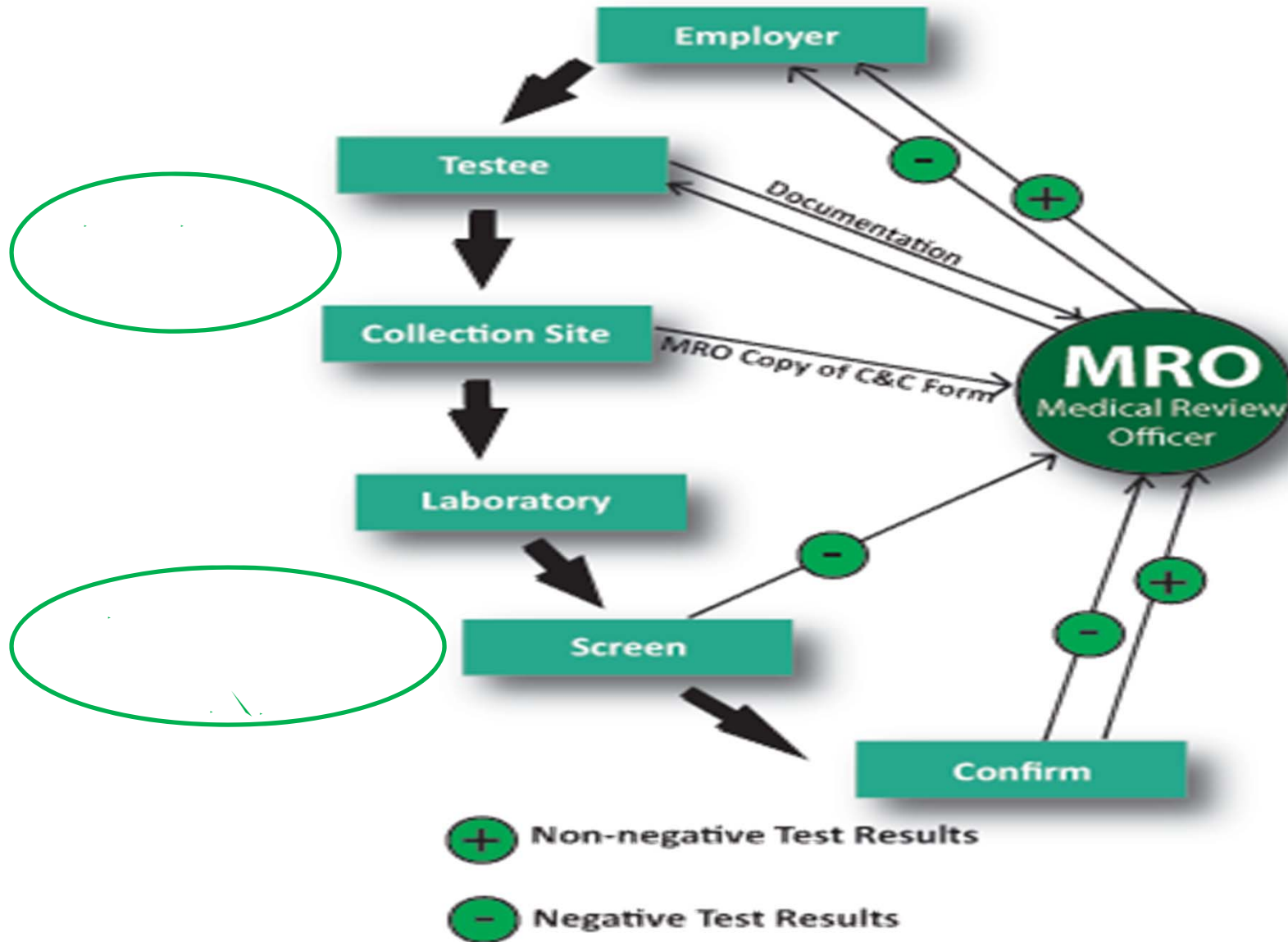
Seasonal and holiday variations

Electronic privacy and security laws, especially data transmission and storage laws that may prohibit the flow of data from between one country to another country – May be an MRO selection consideration

Considerations unique to a particular country including drugs misused or abused

MRO training and Certification

# The Drug Testing Process: US



# Extent of Testing: What the US MRO Faces

MANDATED:

Urine only

NON-MANDATED:

Urine

Hair

Oral Fluid / Saliva

Blood



# Objectives of US DOT Program

WHY are you testing? → What your Process Looks Like

**Reduce demand for illicit drugs by transportation workers.**

**Reduce alcohol misuse in the transportation industry.**

**Create treatment & prevention opportunities.**



# Components of an Effective Program

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Employer Policies

Employee Prevention Education

Supervisor Signs and Symptoms Training

Strong Drug and Alcohol Testing Programs

- Testing Accuracy

- Testing Types [Pre-Employment, Random, Reasonable Suspicion, Post-Accident, Return to Duty / Follow-Up]

**Physician Review of Drug Tests Results**

Opportunities for Evaluation and Treatment



# Program Protections Goals: US

*MRO is viewed as “Gatekeeper”, having roles in*

Ensuring the **Fairness & Integrity** of the Testing Process

Ensuring Individual's **Privacy & Confidentiality**

Systems must be **Auditable & Reviewable**

*You saw this earlier*

So,

***These need to be addressed even if there is not a US model MRO***



# Here's What's in a Complete Program

COLLECTION of Specimen

LABORATORY analysis of Specimen

MEDICAL REVIEW OFFICER

BLIND PROFICIENCY

[Testing Lab when Lab doesn't know it's being tested]

TOTAL MANAGEMENT

CONSOLIDATED BILLING

INVENTORY

TROUBLE SHOOTING

REPORTS & RECORD KEEPING

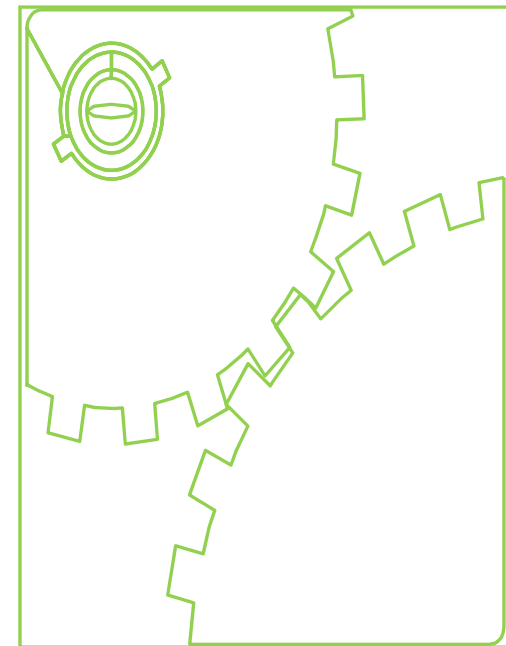
RANDOMIZATION

TRAINING & EDUCATION

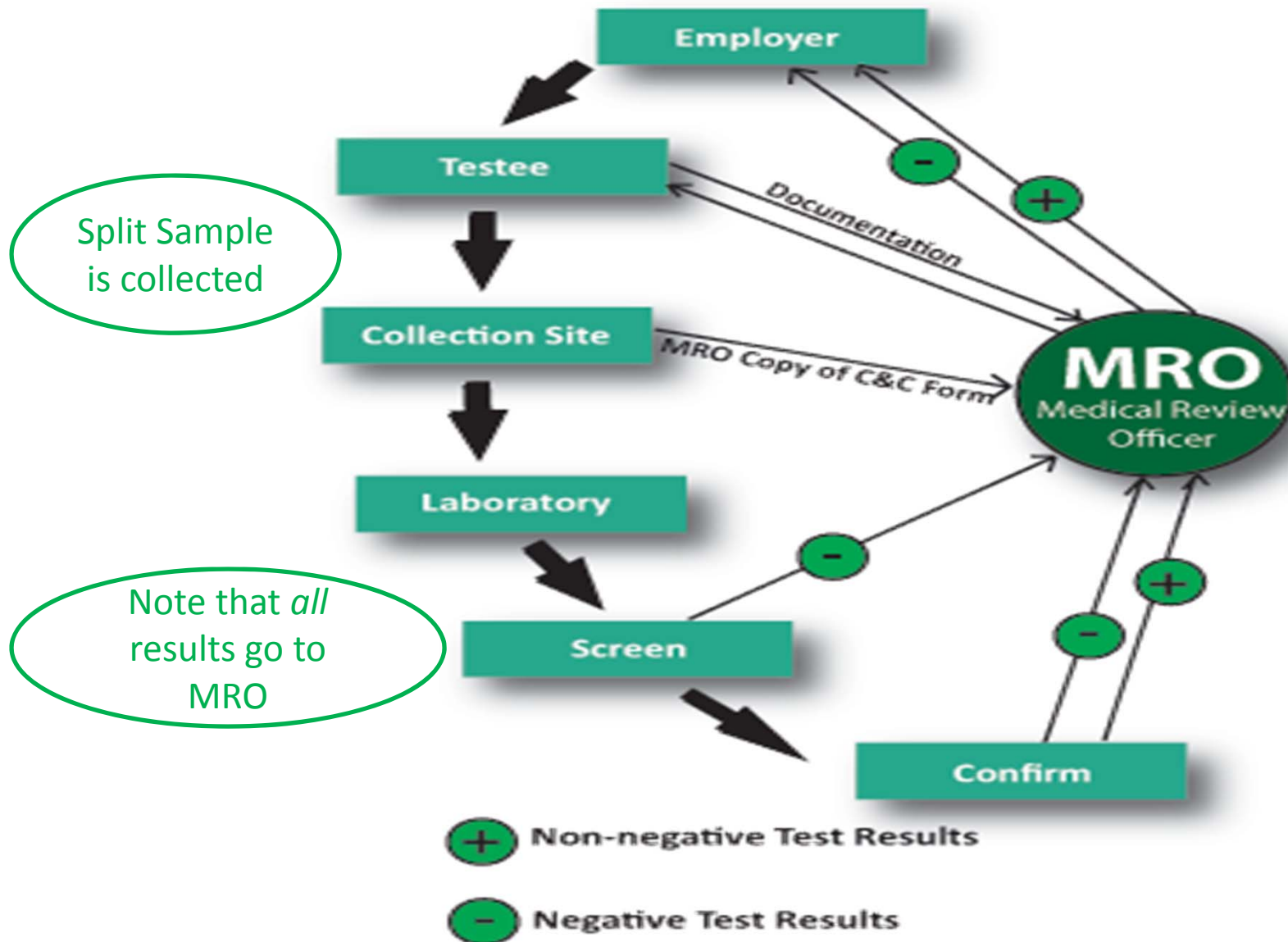
EAP [Employee Assistance]/SAP [Substance Abuse Professional]

TREATMENT

**Get it all from one source,  
or get just the pieces that  
you need – TPAs/SAs**



# The Drug Testing Process



# MEDICAL REVIEW OFFICER: US

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Credentials: must be a physician [MD or DO]

Knowledge: substance abuse disorders  
pharmacology, pharmacokinetics, regulations

Must take: Training/Education

Examination: Demonstration of Knowledge

Continuing Education

Documentation



# POSSIBLE REPORTS from LABORATORY

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Negative

Negative

Negative Dilute

Non negative

Positive

Positive Dilute

Adulterated

Substituted

Invalid

Rejected

Rejected



# MRO

## Non-negative results role

Must conduct the review (“Miranda”)

Must speak with individual/employee (24 hours)

### Exceptions

Refuse to talk

DER Contact (72 hours)

Non-contact (10 days)

## Positive tests

Adulterated tests

Substituted tests

Invalid tests



# MRO

## Results reporting (40.163) -

Negatives (Staff may stamp and initial)

Copy 2, or

Written report, or

Electronic report

Non-negatives (MRO must sign)

Copy 2, or

Written report

Immediate notification

MRO must have MRO copy before reporting any result

**DER - Designated Employer Representative**

*or*

**to TPA – Third Party Administrator**

(only with employer permission)



# Verification Process-Non-Negative Results

MRO must talk to the employee directly

Staff may make initial contact

Limited to scheduling/explaining consequences of declining to talk to MRO

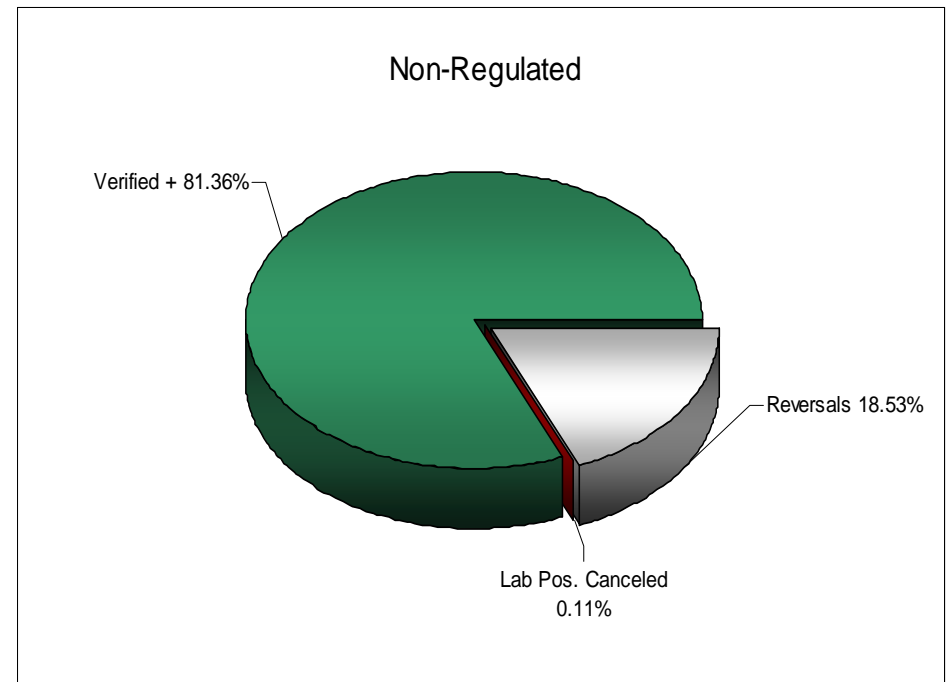
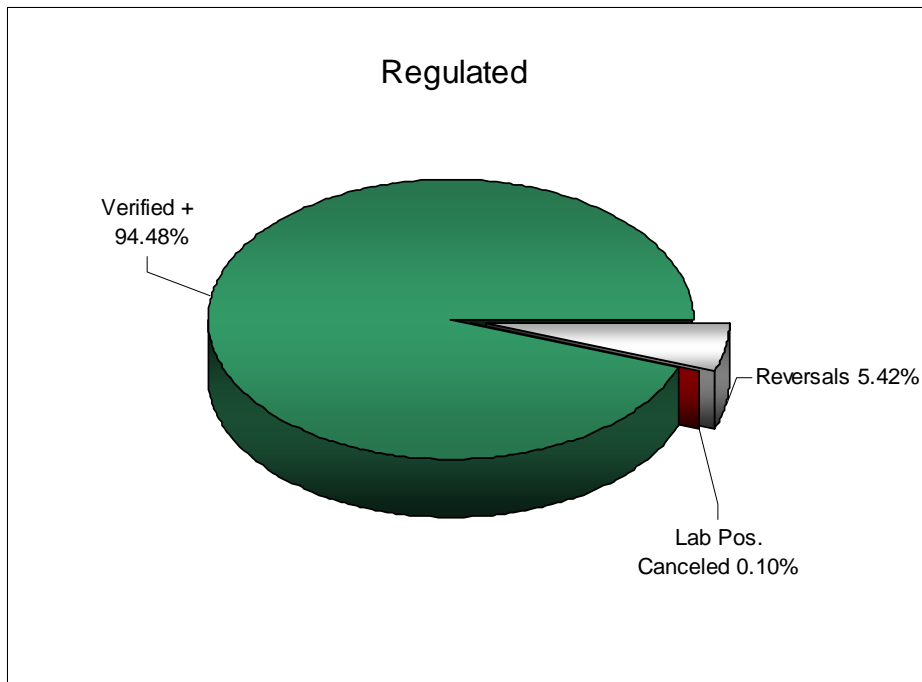
Staff must not gather medical information



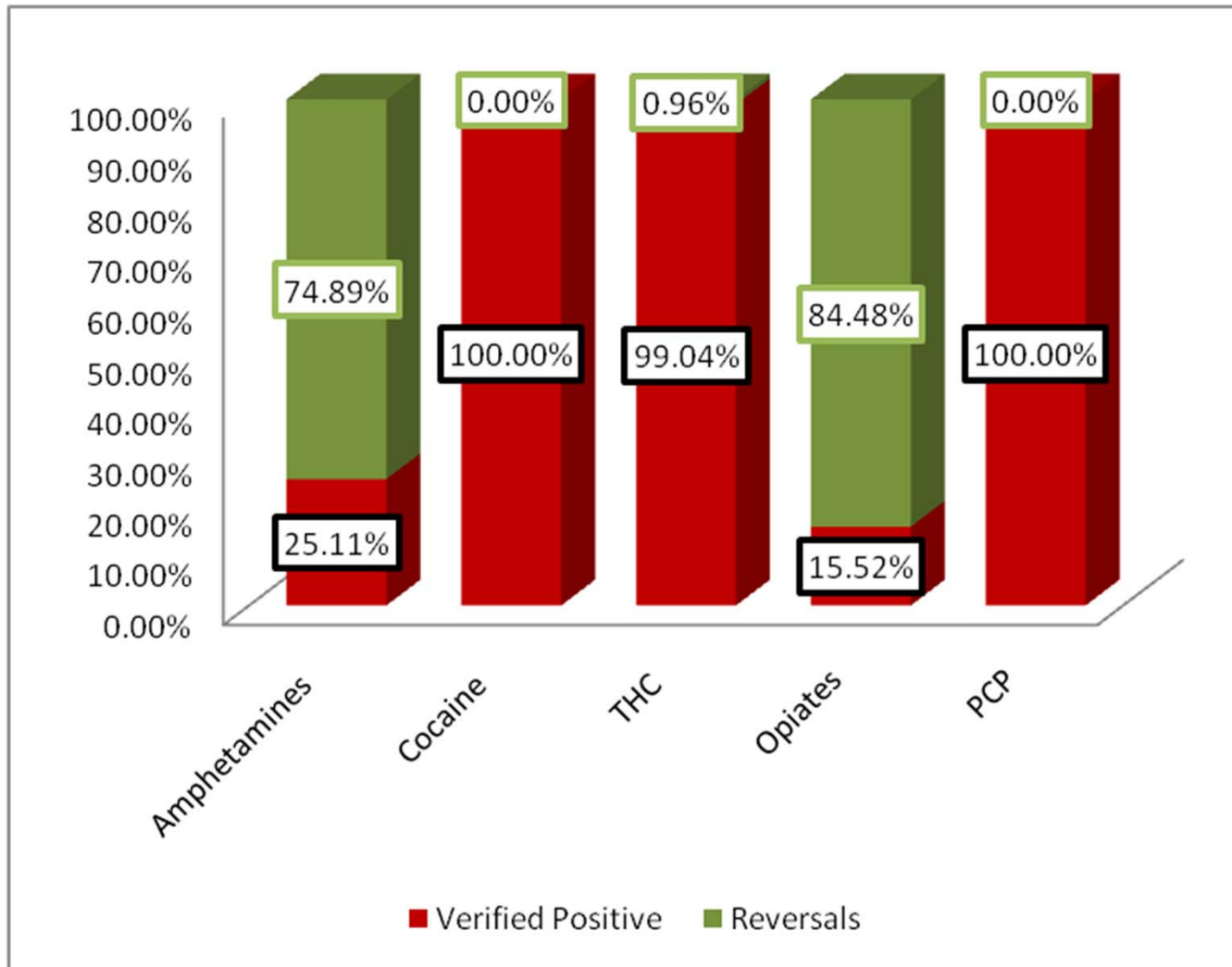
Staff may advise employee to have medical information available for MRO



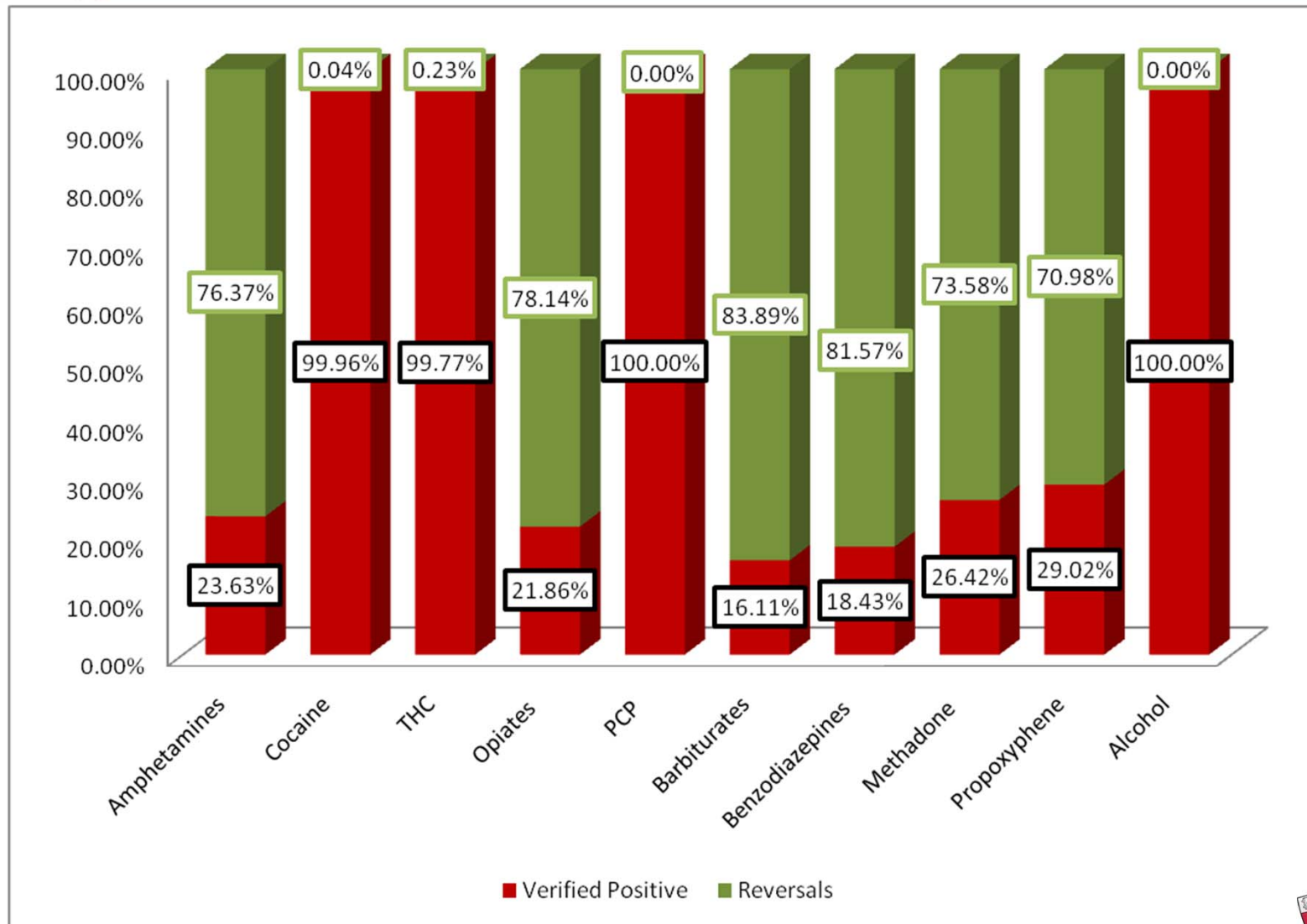
# Percentage Lab Positives Reversed by MRO



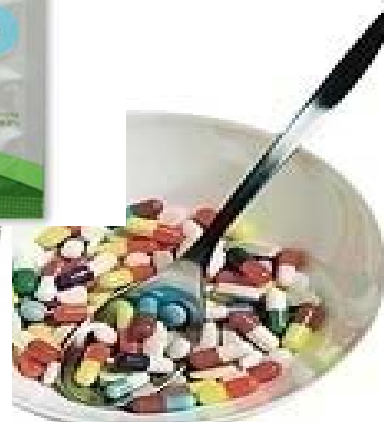
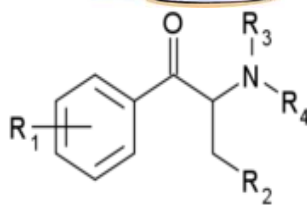
# Percentage Lab Positives Reversed by MRO, by Drug Class - Mandated



# Percentage Lab Positives Reversed by MRO, by Drug Class, Non-Mandated



# But, Are We Looking For the Right Drugs?



Getty Images

# MRO Role in International Testing:

Review considerations unique to a particular country

*including drugs misused or abused*

Menu - may vary from country to country

different drugs may be abused

Examples of substances that require special consideration:

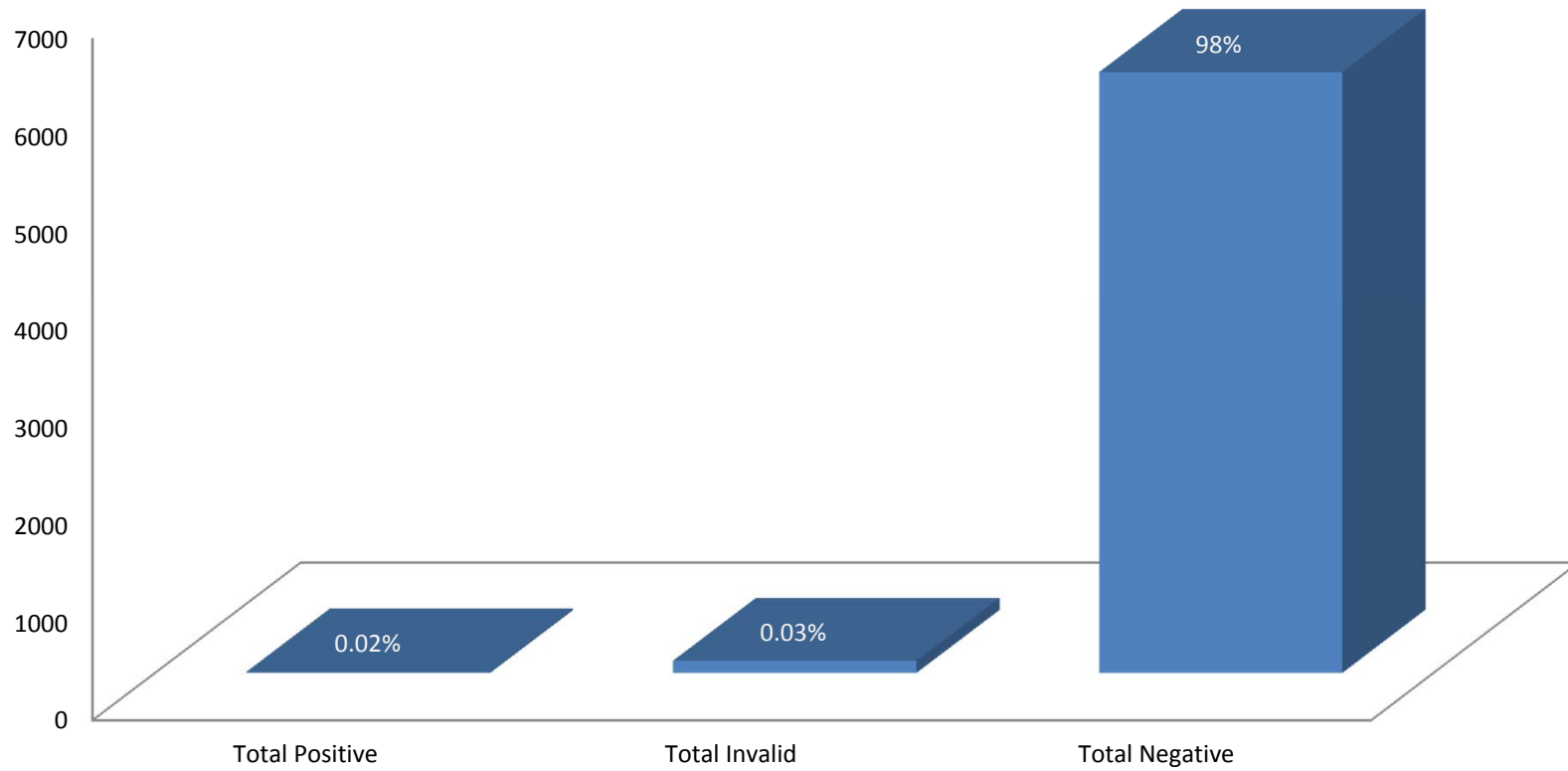
1. Coca Teas
2. Betel Nuts
3. Khat
4. Daun Ketum , kratom [*Mitragyna speciosa*]

Also: herbals and botanicals...

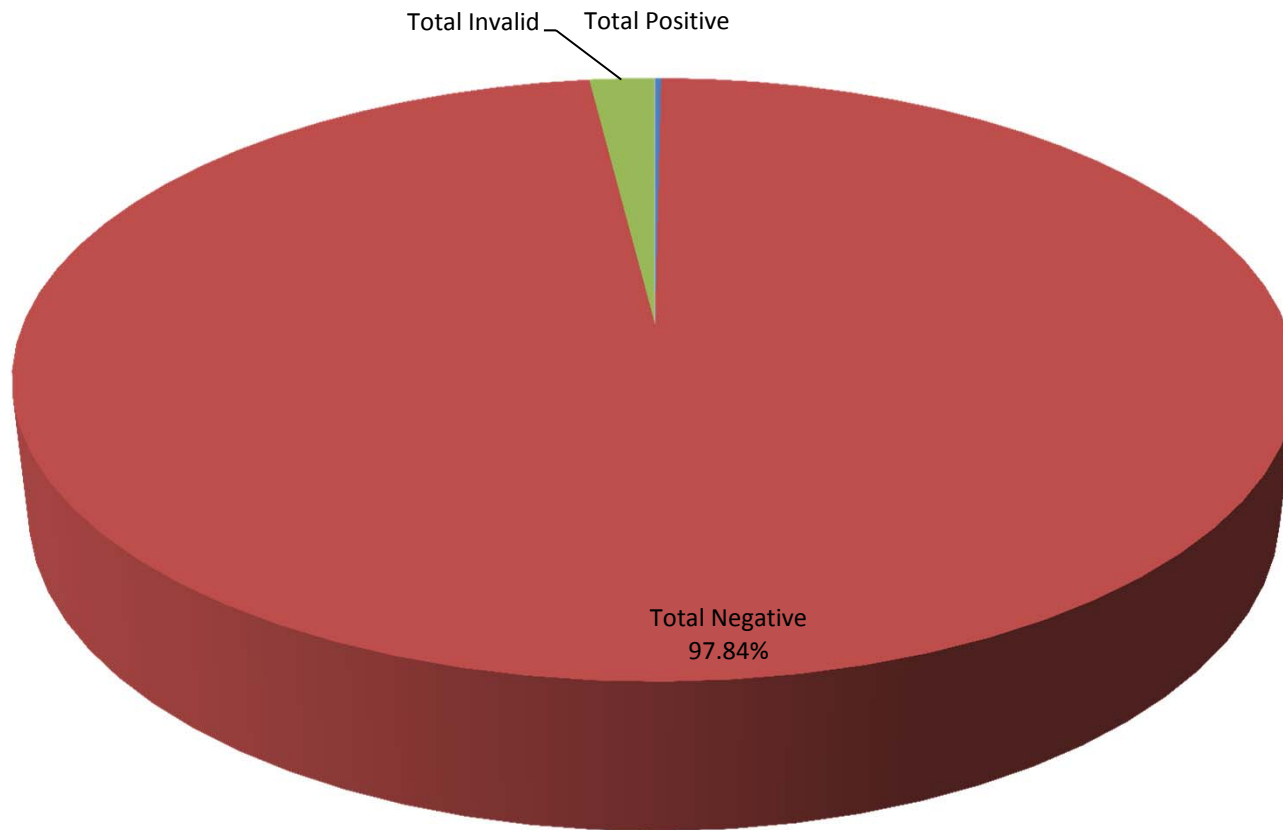
such as synthetic cannabinoids, bath salts, kratom/Krypton



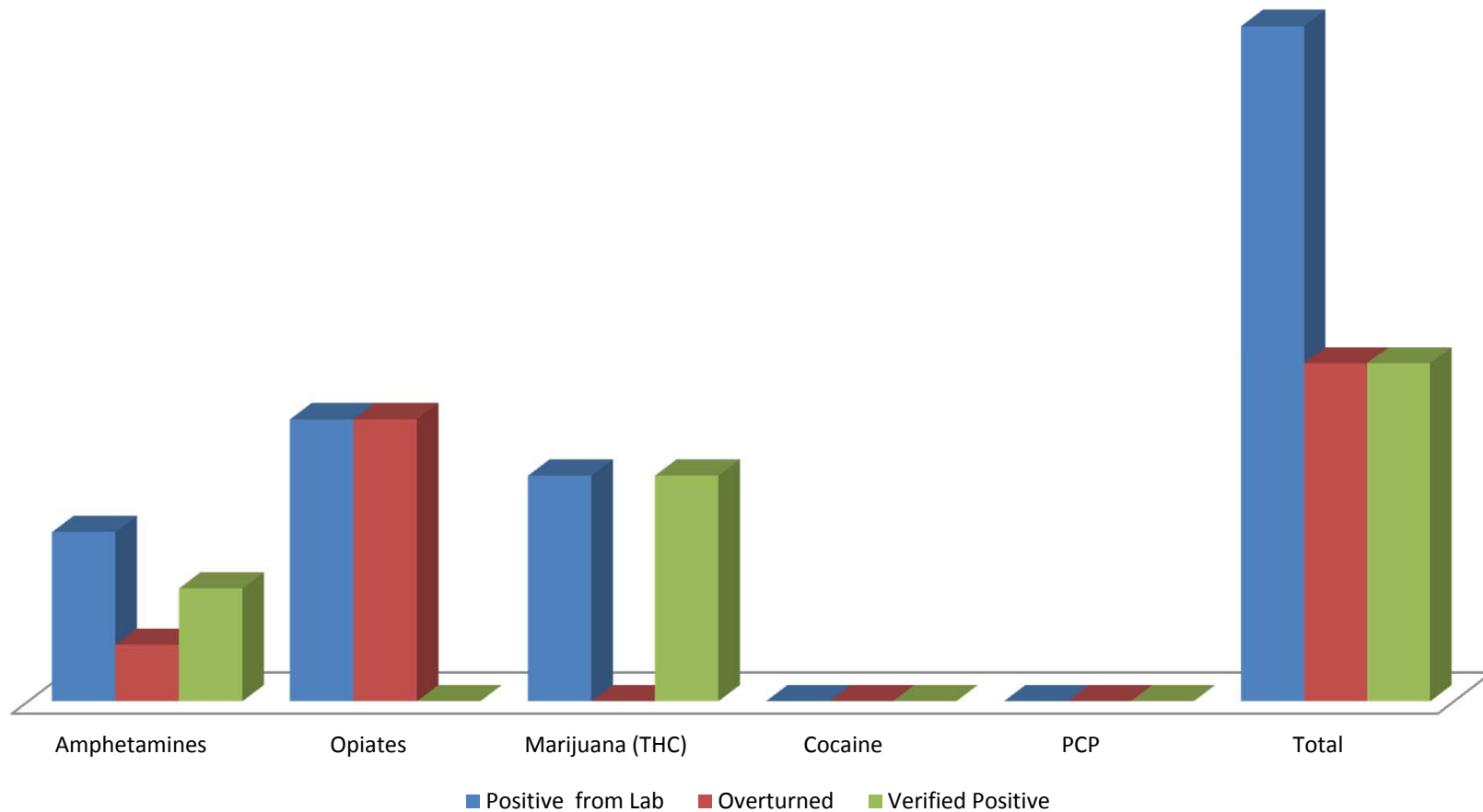
# Total Tests Prior to Medical Review



# Total Tests Prior to Medical Review



# Final Results by Drug Class



# MRO Additional Task: US

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If medical information during the course of the interview indicates employee may be safety risk,

MRO must report



# MRO: Split Sample Request

MRO must talk to employee when test result is positive, adulterated, or substituted

Employee may request test of split for positive, adulterated, or substituted result, within 72 hours of verification

Request goes to MRO

MRO may report results through service agent (C/TPA)



# THE NEED Goes Beyond

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More than 60% of large private employers require drug and alcohol testing.



# MRO Related Key Considerations Discussed/Drill Down

Legal highlights - MRO related

The impact of time differences on communications

Language differences

Seasonal and holiday variations

Electronic privacy and security laws, especially data transmission and storage laws that may prohibit the flow of data from between one country to another country – MRO related

Review considerations unique to a particular country including drugs misused or abused

MRO training



# MRO Role in International Testing:

## Legal Highlights

The Role of the MRO in International Substance Abuse Testing is not well established.

MRO role is not addressed or acknowledged in many countries.

In a review of 200 countries, a Drug and Alcohol Industry Research team found information on the role of the Medical Review Officer in only 36 countries or 18% of the 200 countries researched.

*You saw this earlier*



# MRO Role in International Testing: Legal Highlights (Continued)

In Austria, Belgium, Finland, France and Germany there appears to be a role for the occupational health physician in the review of workplace drug tests.

Under Finland's Occupational Health Care Act, only a health care professional can determine if a test is needed.

Authorization to test from an occupational health physician is also required in France, Lithuania, Netherlands, Norway, Slovakia, Slovenia, and possibly Ireland.

By contrast, in the United Kingdom, occupational health physicians are discouraged from being involved in workplace drug testing, including test review, because it is believed that the occupational health physician's role will damage the trust of the workforce



# Role of the MRO in International Testing: Legal Highlights (Continued)

In Germany, a company's physician should not conduct the test or provide Medical Review Officer review because medical secrecy restrictions limit the use of the information.

The occupational health physician's role in the foregoing countries is a little different than the role of the MRO in the United States because the objective of the occupational health physician's test review is to report on the fitness for duty of the donor.

The purpose of the fitness for duty review arises from a concern for balancing two objectives fairly,  
firstly, workplace security, and  
secondly, the protection of personal information.



# Role of the MRO in International Testing:

## Time Difference Impacts

Adequate telecommunications capabilities essential.

Quality and availability are important.

24 hour a day – 7 day a week availability to be considered.

Country specific time zone considerations must be evaluated.



# MRO Role in International Testing:

## Language Impacts

Language capability must be planned.

Native speaker helpful.

Interpreters next best solution.



Commercial service /simultaneous translation capability an option.

Web based language translation programs also worth considering.



# Native Speaker / Translator



# New[er] Technologies



Anu Konakanchi, MD  
MRO



# MRO Role in International Testing:

## Seasonal and Holiday Differences Impacts

Seasonal and holiday variations from country to country are important can impact the review process:

1. Result in communication challenges
2. Delay the MRO review process



# Role of the MRO in International Testing:

## Data Privacy and Security Issues – MRO Related

Data privacy and security issues must be considered country to country regarding data transmission and recordkeeping requirements!



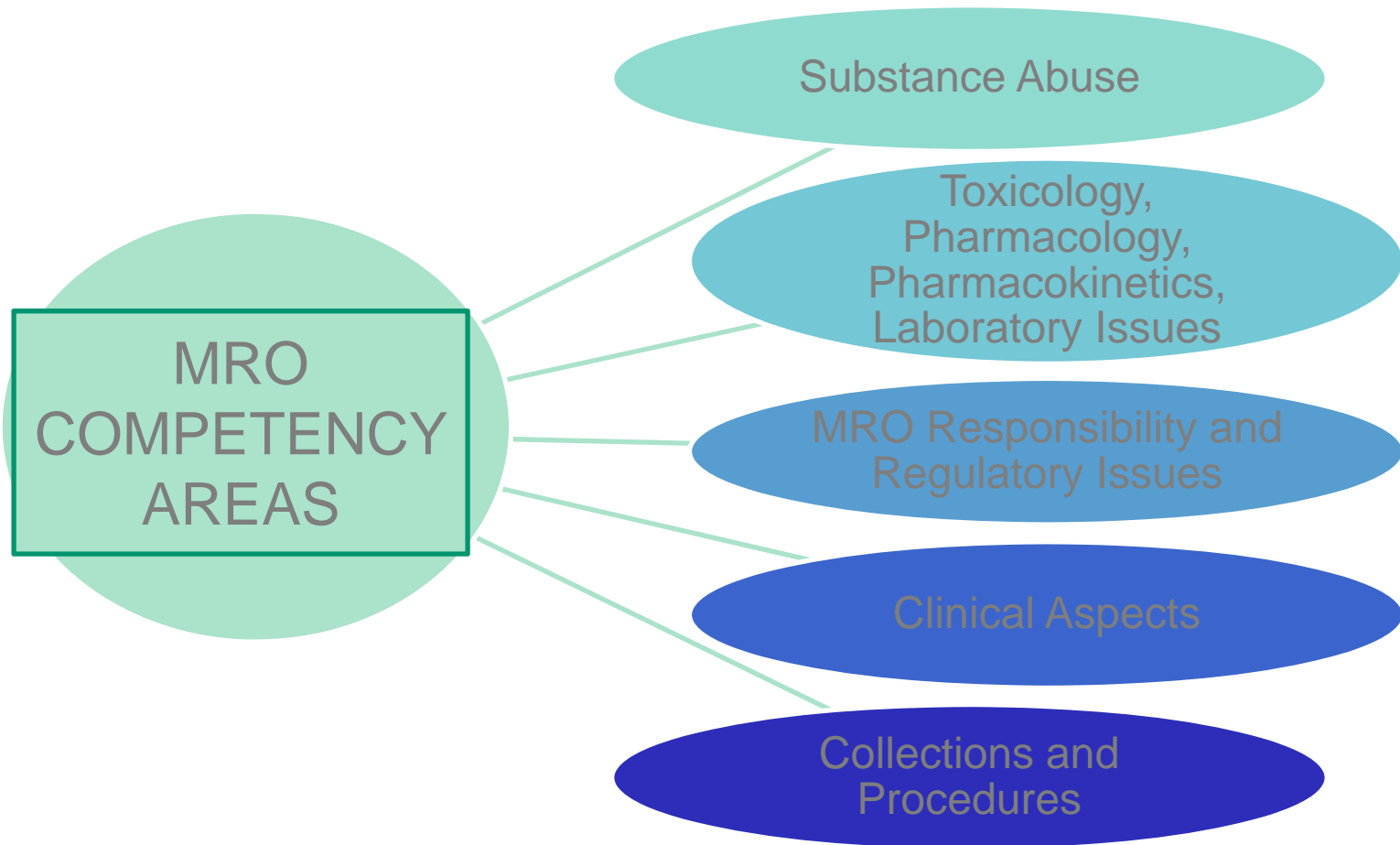
# MRO Competency: Education and Training

## Key Considerations

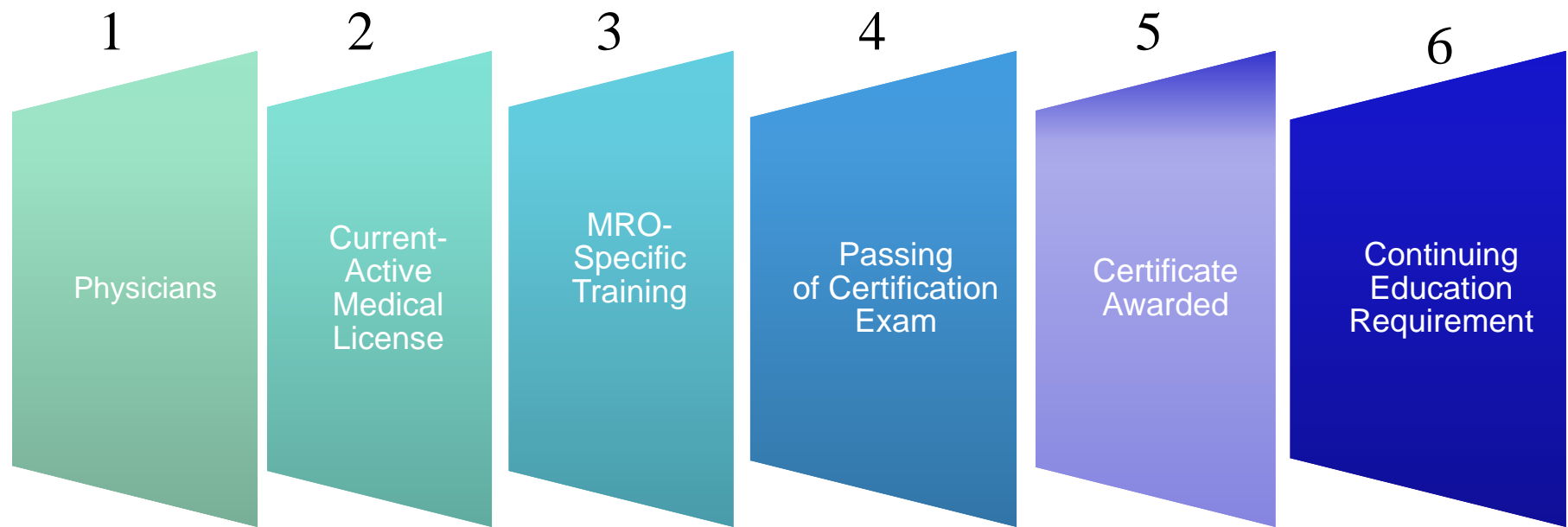
### Under Discussion Internationally



# MRO COMPETENCY AREAS



# CERTIFICATION REQUIREMENTS



# Medical Review Officer: Training & Exam

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Following completion of education,

- MRO must complete an examination administered by
- recognized MRO certification organization

DOT does not provide certification

- *This might be enhanced/changed*

# MRO - Continuing Education



Currently-

12 hrs of Continuing Education each 3 year period after exam

Must include

- new technologies,
- interpretations,
- recent guidance,
- rule changes

Must include assessment tools to determine level of knowledge

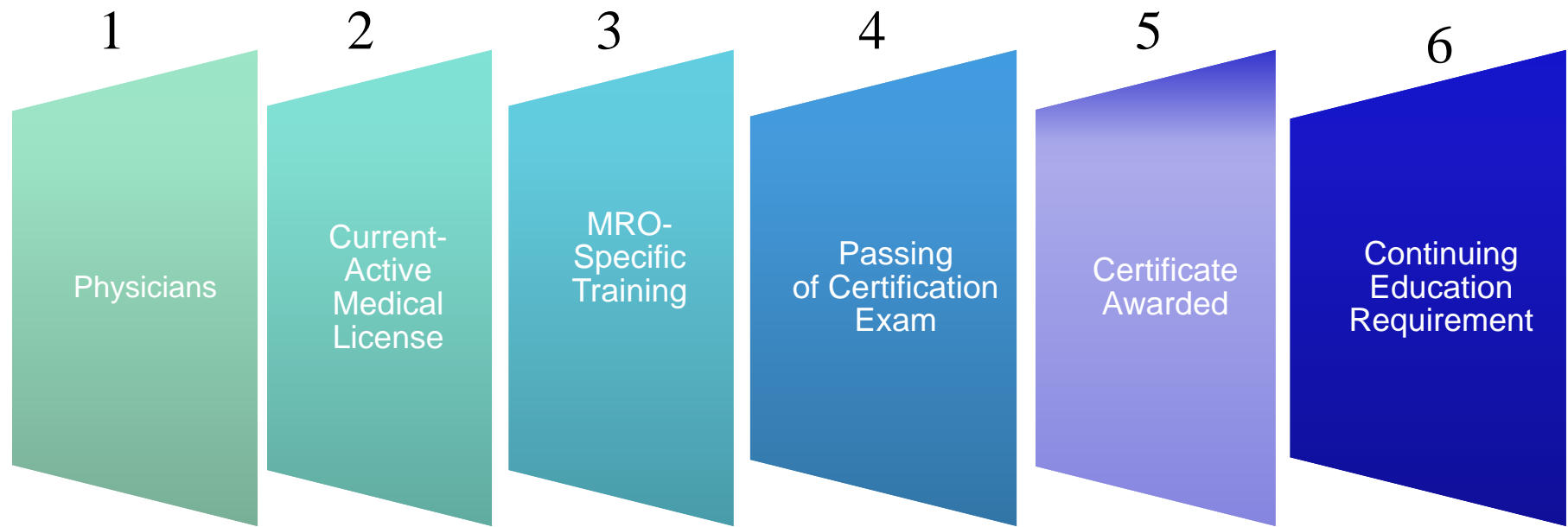
# MRO - Training Documentation



MRO must maintain documentation showing that all requirements were met

Documentation must be available to DOT agency representatives and to employers or service agents using MRO services

# CERTIFICATION REQUIREMENTS



# MRO Related Key Considerations Reviewed



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MRO training and Certification



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# University Services



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