



## MEDTOX Laboratories, Inc. MyMEDTOX Matters

### Second Edition of MyMEDTOX Matters

### Updates



*SAMHSA has postponed the May 1, 2010 implementation of the revised HHS Mandatory Guidelines for Federal Workplace Drug Testing Programs. The new effective date is October 1, 2010.*

Revisions to Federal Workplace Drug Testing Programs Include:

- New analytes will be added to test panel. 6MAM (Heroin Metabolite) and MDMA (Ecstasy)
- Lower cutoff levels will be used for Amphetamines and Cocaine Metabolite
- Newer confirmation technologies, such as GC-MS-MS and HPLC-MS-MS will be accepted
- Confirmation results will be reported quantitatively
- Facilities performing only initial screen will be accepted
- Federal custody and control form will be modified to accommodate screen only facilities

### MEDTOX Customer Service

At MEDTOX, we've experienced many changes throughout our 26 year history. We've transformed from a private to a public company (MTOX), from a small toxicology lab to a full-service reference and drugs-of-abuse testing laboratory and have added a device manufacturing site, training programs and many advanced technologies.

One thing that hasn't changed at MEDTOX is our commitment to providing clients with the best customer service possible. At a time when many companies

are reducing the size of their service staff, we continue to grow our Customer Service Department. We hire the right people and provide the right training to continually cultivate our customer-centric culture.

During training, our representatives spend many hours shadowing senior service representatives and top employees from other departments. The shadowing gives reps the opportunity to observe best practices in providing service solutions to clients, as well as build relationships in other departments that can be useful when assisting clients in the future.

Currently, our Customer Service Representatives have an average of 6 years MEDTOX experience. By retaining our skilled employees, our clients can speak with experienced team members that have the company knowledge to assist them quickly and correctly.

Many of our Customer Service Reps have been promoted internally to areas such as: IT, Sales, Laboratory Support and Quality Assurance. Some have gone on to become Directors and Managers in other departments at MEDTOX. By promoting our service individuals, their knowledge and skills are brought to other areas of the company, ensuring that focusing on the client remains the foundation of MEDTOX.

## Development at MEDTOX

By focusing on the customer, MEDTOX has been able to create a company that goes beyond meeting basic drug testing needs. We've created a company that provides one-stop comprehensive laboratory testing with the highest level of service in the industry.

As drug testing and companies needs have changed over the years, we've developed assays, technologies and services to keep up with changes and demands. We offer clients many options in high quality onsite devices, in-lab screening and confirmations, oral fluid screening and confirmations, environmental and occupational toxin monitoring, as well as a full clinical and occupational test menu. We customize test panels to meet client's specific needs and also offer comprehensive Professional Drug Testing panels for licensed professionals such as nurses, doctors and lawyers.

We recognize that clients not only need quality testing, but also need results quickly in order to keep their businesses operating smoothly. We continually review processes at MEDTOX to ensure clients receive their results as quickly as possible. Employing innovative technologies and new electronic capabilities have been a key factor in providing clients with new ways to quickly and efficiently receive their information and conduct the testing necessary.

Growth and advancement in technologies and services will continue at MEDTOX. We look forward to strengthening each client relationship, by focusing on their needs and developing the services necessary to make their testing programs run most efficiently.

## Did You Know

- Did you know that soap and water will not eliminate lead from your hands? Hobbies such as shooting, reloading, stain glass and industrial work such as battery plants can leave lead on your hands. Our new product LeadTech Wipes will remove 99.99% of all lead and toxins from your hand and surfaces. See [LeadTechWipes.com](http://LeadTechWipes.com) for more information and to order the wipes.
- Did you know MEDTOX offers a full menu of industrial exposure testing? If your company monitors employees for potential exposure, call us today for test options and pricing. Sample collection coordination is provided by MEDTOX.
- Did you know you can schedule a drug test and track the results completely on-line 24 hour's a-day? Get setup on MyMEDTOX today.

## Feedback

We'd love to hear from you. Please send any comments to: [news@medtox.com](mailto:news@medtox.com)  
We welcome any remarks, feedback or suggestions that you may have. Please forward this letter to a friend or business associate who may be interested as well. [Subscribe](#) [Unsubscribe](#)

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