BOOKING AND REPORTING

GUIDE

BOOKING INFORMATION

We want to make sure you have all the information you need to book appointments quickly and easily. CannAmm offers a central booking line for ease of access to all of our collection sites across North America.

For Occupational Health appointments	1.800.440.0023 option 5
For Drug and Alcohol Testing appointments	1.800.440.0023 option 2
For a Post-Accident or Reasonable Cause testing	1.800.440.0023 option 3 (available 24/7)
All of the appointments, aside from Post-Accident and Reasonable Cause, can also be booked online	CannAmm Program Administration Website (PAWS)*

Your usernames and passwords for the Program Administration site will be sent to you via email once you are setup as a contact, or your account is created.

You will be asked to provide the following information at the time of booking:

// Company name (and division if applicable)

// Donor's first and last name (and other pertinent information)

// Testing date and location

// Test to be performed (such as pre-employment, post-accident or reasonable cause)

NOTE: We only accept booking requests from authorized contacts and unless your account specifies that donors can call in and book their own appointments, unauthorized individuals and donors will be redirected back to the employer.

If you need to add or remove a contact and/or want to authorize employees to book their appointments please contact:

Client Support Department	1.800.440.0023 option 4 otsclientsupport@cannamm.com

When results matter.®

REPORTING INFORMATION

CannAmm strives to achieve the best turnaround times in the industry for result reporting.

We provide an invaluable online reporting method which means you don't have to sit by a telephone, or hope your fax machine isn't acting up that day. Once your result is posted, you will receive an automatic email to notify you to login to PAWS where you can view and/or print the results.

NOTE: This applies to all test results, except for Post-Accident and Reasonable Cause tests. Results for these tests will be communicated via phone calls and/or text message to authorized employees.

Online Processing Timeline

Lab-based Results	Posted within 24-48 hours (for negative results - Once received at the laboratory)
Express Test Results	Posted within 3 hours

For more information:

MROAs can be reached at 1.800.440.0023 option 7 ext. 4804

FREQUENTLY ASKED QUESTIONS

1. **What is the difference between lab-based testing and Point-of-Care Testing (POCT) or express testing?**

   Lab-based testing requires the sample being shipped to the SAMHSA (Substance Abuse and Mental Health Services Administration) certified laboratory and is tested using GCMS (gas chromatography-mass spectrometry). The average turnaround time is for negative lab-based result is 24-48 hours (for negative results - Once received at the laboratory). Point-of-Care Testing (POCT) or express testing is done at the collection site and is only sent to the SAMSHA certified laboratory if the 'screening' test was inconclusive. Negative results are posted within 3 hours.

2. **It has been over 48 hours, where is my lab results?**

   Some results may take longer, depending on whether or not the Medical Review Officer (MRO) has to contact the employee (Pending MRO Review). Please visit CannAmm Program Administration Site (PAWS) and login to your account to view the status of your results.

3. **When can I see the results?**

   We post new online results every hour and once posted, it generally takes about 10 minutes to become accessible to you through PAWS.

4. **I have questions about the results I received, who should I contact?**

   If, for any reason, you are unclear as to the result you received online, you can contact our Medical Review Officer Assistants (MROA) who will be more than happy to address your questions.

5. **My employee tells me CannAmm will not release the results to them, why?**

   We prefer to release only CLEARANCE to donors. Requests for actual results have to be done via fax.

6. **Where do I find my invoices?**

   If your company uses online invoicing, you can login to your account in PAWS to view any posted invoices, similar to how you would view posted results. If you don't see any invoices, you are most likely not setup as a billing contact. To setup a billing contact, please have an authorized person from your company (if not yourself) contact us and request that the billing access be added. You can also send this request to Client Support by email to otsclientsupport@cannamm.com.

7. **I have a DOT account, when do you generate the random tests?**

   Random tests are generated on the first day, or next business day of each quarter.

8. **Where can I see a list of CannAmm collection sites?**

   CannAmm offers locations across Canada and the US. Please visit the CannAmm website and the coverage map can be found under 'Services'.

   Thank you and welcome to CannAmm Occupational Testing Services!