



We at Driver iQ/Cisive are committed to keeping a close eye on COVID-19 developments and keeping you all aware of all new changes. We recently received communications from Concentra and Quest stating that all donors are going to be required to wear masks in their medical centers. Any donors who do not wear a face mask will be turned away.

Driver iQ/Cisive is working with our strategic drug screening vendor partners, eScreen and i3Screen to make global changes to the donor passport. This change will contain verbiage under the special instructions for the donors, informing them that wearing a face mask is required for all drug screening events. Quest Laboratories has expressed further, that donors will be tested for temperature via no-contact instrumentation upon check in. Any donor with a temperature over 100.3 will be turned away.

Please share this information with your managers and staff who engage in Random, Post-Accident, Reasonable Suspicion and Return to Duty testing. These tests are seldom scheduled electronically and would not receive the benefit of a donor pass.

Please feel free to reach out to your Client Service Representative if you have any questions.

**Below are the notices received from Concentra and Quest.**

**Concentra:**

At Concentra we are trying extremely hard to keep everyone safe and healthy. We want your clients, our patients, and our staff to stay well. To expound on our policy of wearing masks in the center, here is a better guide:

We are asking our patients to wear face coverings per the CDC guidelines in all our centers. They are able to wear bandanas, scarfs, homemade masks, any store bought mask that covers the nose and mouth. We won't allow shirts pulled up over patient face or open mesh or materials with holes in them for face coverings. All our staff will wear medical/surgical masks when interacting with any patients or public in the center. Patients without masks will be given one as long as we have them in stock. Patients refusing to wear a face covering will be asked to leave. The face coverings must be worn during the entire visit unless instructed to remove by our staff or clinician.

**Quest:**

Patient Services has implemented mask/face covering requirements for patients/donors effective today. Signs are posted on the entry doors to PSCs, on the web and it will be on the appointment scheduler on Wednesday. It can be as simple as a bandana, handmade mask, scarf, etc. Please advise your clients accordingly.

Due to inventory limitations, Patient Services cannot supply masks to patients/donors who present without them. They will be graciously instructing them that it is a requirement. In addition, they will be performing no-contact forehead temperature checks as well. This will begin later this week as the equipment arrives at the PSCs.

They will turn away any patient/donor that has a temp over 100.3.