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In the event that a post-accident or reasonable suspicion drug/alcohol test must be conducted, please call FirstSource Solutions at 800-732-3784.

During regular business, 8:00am to 5:30pm ET, advise the receptionist that you need to set up a Post-Accident or Reasonable Suspicion drug/alcohol test and you will be connected with the your Account Manager or support staff.

After regular business hours, you will hear the following phone script and prompts.

“Thank you for calling FirstSource Solutions. You have reached our office after- hours. Our regular business hours are Monday-Friday 8:00 am to 5:30 pm Eastern Standard Time. For post-accident or reasonable suspicion testing, please press 4 at this time.”

Your call will be forwarded to the after-hours answering service.

The contact should provide the following information:

Caller Name and company name
Employee Name
Phone number, including area code and extension
City, State & location of donor
Type of testing needed:
 DOT or Non-DOT Reasonable Suspicion
 DOT Post-Accident

The after-hours representative will be paged. They will respond to your call within 15-25 minutes.

The FirstSource Solutions representative will then begin the process of locating/contacting a collector. The actual time to reach a collector will vary. FirstSource Solutions will call the contact with the collection site information or with the collector’s name and estimated time of arrival. Escort the employee to the site and remain available to the collector.

In the event the toll-free hotline is not in service due to system failure, please call the after-hours answering service directly at 240-638-9751.