

Shepherd's Staff

In-home Care, LLC



The Challenge

Shepherd's Staff was experiencing drug test result turnaround times of 2-3 days with their previous vendor. The vendor had Shepherd's Staff create their own authorization form, and employees were required to schedule an appointment. Initial pricing seemed satisfactory, but Shepherd's Staff was never informed of additional costs for medical review and other issues. This resulted in an unpleasant surprise when they received a bill over \$100 for a single applicant.

The Solution

When evaluating new vendors Shepherd's Staff needed quick turnaround, transparency, and a fully compliant drug testing policy. Fastest Labs offered drug testing along with assistance developing a compliant drug policy. Most results are received within hours and medical review, when necessary, has been done quickly and smoothly. The feedback from employees who have been tested indicates that the Fastest Labs process is comfortable and respectful.

The Customer

Shepherd's Staff In-home Care offers elderly and adult disabled clients personal and companion home care services to help them remain safely in their own homes. Their carefully screened and trained caregivers can help with personal hygiene and grooming, transfers, medication reminders, memory care, and safety monitoring. They also provide light housekeeping, meal planning and preparation, incidental transportation, and companionship.

Industry: Hospitals & Physicians Clinics

"We are satisfied with the service we are receiving and intend to continue using Fastest Labs indefinitely."

"Working with Fastest Labs feels more like a personal relationship, rather than a working with a vendor that is more like a faceless monolith."

Angela Martin
Founder and President
Shepherd's Staff In-home Care