



For LegitScript Analysts, Their Work is All About the Mission

Analyst Aubrey Yates explains how she does more than certify businesses – she partners with them to help them grow and demonstrate to the public that they operate safely and legally.

As an analyst on LegitScript's certification team, Aubrey specializes in reviewing applications for drug and alcohol addiction treatment certification. On a daily basis, she closely analyzes applicant websites and documentation to ensure compliance with applicable laws as well as LegitScript standards. Aubrey also communicates with clients to help them bring their websites into compliance, and provides training support to new team members.

In the following Q&A, Aubrey talks about her experience with LegitScript Certification and shares why business owners are so appreciative of their ongoing partnership with LegitScript.

Why is certification important in high-risk industries?

Unfortunately, high-risk industries are often the most targeted by people whose intent can be malicious or dangerous to the public. Certification serves as an important safeguard to ensure that the laws and regulations intended to keep the public safe are being adhered to. In other words, certification allows us to take a deeper dive into the nooks and crannies of the internet to protect those who are at a higher risk of being taken advantage of.

What do you like about working in certification?

I love that my job is a puzzle piece to a bigger goal of creating a safer space for vulnerable populations. LegitScript aims to get to the source and remove bad actors from the drug and alcohol addiction treatment sector, and our customers often appreciate the rigor of this process. I am continuously grateful that I get to be a part of this mission by working directly with certification customers to help them show their prospective patients that they offer a safe and compliant service.



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What is most gratifying about your work?

By far the most gratifying aspect of working at LegitScript is the good company of my co-workers. Everyone comes from diverse backgrounds and brings professional and kind communication to our team. I love that we are committed to delivering efficient and quality work, but also have the ability to laugh with each other.

What is the most challenging part of your job?

As analysts, we work on many different tasks in any given day. The most challenging, yet fulfilling aspect of my job is balancing these detail-oriented responsibilities in the midst of an ever-changing environment. Our continual education means that we are an ongoing resource to our customers even after they've been certified.

How do you guide customers through their certification?

The process of earning a LegitScript certification is quite rigorous at times and can be challenging for customers who require a lot of follow-up communication. As analysts, we make sure to let our customers know that we are always there to support them and answer any questions they may have throughout the review process and beyond.

What kind of feedback have customers given?

I remember one satisfied customer who offered a sincere thank you for receiving such a meticulous review. They explained that our process was one of the most detail-oriented certifications they had sought as a treatment center and, although rigorous, they felt supported throughout and were excited to display their LegitScript seal of approval on their website as a sign of trust and safety for their patients. Furthermore, they're grateful that their peers in the industry are undergoing the same detailed review.

How does LegitScript Certification build trust and help the public know that our customers operate safely?

LegitScript not only provides certifications to ensure compliance in various industries — including addiction treatment, healthcare, pharmacies, and CBD — but we also perform continuous research and investigation to stay up to date on the latest online obstacles and regulatory trends. In this regard, the public can feel confident that the experts at LegitScript are well-versed in these industries and are keeping up with the latest trends. As the most-respected certification programs in high-risk industries, people are increasingly looking for the LegitScript seal on the websites they visit.

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