

Frequently Asked Questions

Q. What is the location of the Off-Campus Lab Draw Station?

A. 215 East Springbrook Drive, Johnson City

Q. What are the hours that the Off-Campus is Open?

A. Monday - Friday from 9am to 4:45pm (Closed for lunch from 12pm-1pm)

Q. Do I need an appointment?

A. Not at this time but you must be referred to the lab by your physician.

Q. Can I bring someone in with me?

A. Patients may have one (1) guest in attendance if necessary.

Q. Do I need to bring my insurance card?

A. No, just your driver's license for identification.

Q. Who will call with results?

A. Your physician's office will call with results.

Q. Will I have to wait?

A. Wait times will vary depending on walk-ins checked in before you.

Q. If I have a SoFHA provider and have lab orders from another physician that is not part of SoFHA, can I get my labs drawn here?

A. No, only labs from a SoFHA provider are drawn at this location.

Q. Does this lab collect COVID specimens?

A. No. If you are experiencing symptoms associated with COVID-19, please contact your provider.

Q. What is being done at this location for screening and or disinfecting areas?

A. We are following CDC and TN Dept of Health recommendations for ensuring our phlebotomy area is properly cleaned between patients. This includes the utilization of approved cleaning materials.