



FAQs

Hours of Operation

Q: What are your regular business hours? A: Our office is open Monday through Friday, 8:00 AM – 5:00 PM EST.

Q: Do you offer weekend or after-hours services? A: Yes, limited appointments are available on Saturdays by request. Emergency compliance or lab services can be scheduled outside normal hours with prior approval.

Q: Are holiday hours different? A: We observe all federal holidays. Special hours will be announced in advance on our website and online search engines.

Scheduling & Appointments

Q: How do I schedule a test? A: Appointments can be booked online through our appointment calendar or by calling our office directly.

Q: Do you accept walk-ins? A: Walk-ins are welcome during regular business hours, but scheduled appointments receive priority.

What should I bring to a drug test appointment? A: Valid government-issued photo ID, Test authorization form (if employer or court-referred), Payment if not covered by employer or agency

Q: How quickly can results be provided? A: Lab-based tests: Typically 24–48 hours depending on the panel and confirmation needs. Rapid/instant tests: Results within minutes (screening only).



Public Transportation Accessibility

Q: Is Xpress One Labs accessible by public transportation? A: Yes. Xpress One Labs is located in Decatur, GA and can be reached using Atlanta's regional transit system.



Compliance & Confidentiality

Q: How is my information protected? A: All records are handled with strict confidentiality and stored securely in compliance with HIPAA and DOT regulations.

Q: Do you provide documentation for court or employer use? A: Yes, certified results and affidavits are available upon request.



Services

Q: What types of testing do you provide? A: Xpress One Labs offers DOT-compliant drug and alcohol testing, pre-employment screenings, random testing programs, and specialized compliance services for businesses.

Q: Do you provide mobile/on-site testing? A: Yes, our technicians can travel to your workplace or designated site for group testing and compliance programs.

We come to:

- Worksites
- Job fairs
- Correctional facilities
- Homes (with proper authorization)
- Legal offices and courtrooms

Q: Why Choose Mobile Testing?

A:

- Minimize downtime for employees
- Ensure chain-of-custody without transporting donors
- Support compliance with DOT, OSHA, and court mandates
- Ideal for remote teams or high-volume hiring events

Q: Are your services court-compliant? A: Absolutely. All testing and documentation meet federal, state, and court compliance standards.

Q: Do we offer consortium services for DOT compliance?

A: Xpress One Labs is a registered TPAs (Third Party Administrators) and able to manage:

- Random testing pools
- Supervisor training
- Driver qualification files
- Return-to-duty processing

If you're managing CDL drivers or DOT-regulated employees, we can assist you.

Payment & Billing

Q: What payment methods do you accept? A: We accept major credit/debit cards, business accounts, and pre-approved invoicing for corporate clients.

Q: Do you offer corporate billing programs? A: Yes, we provide customized billing and reporting solutions for employers and agencies.

Locations

Q: Where is Xpress One Labs located?

A: We have 2 Clinic Locations. Five Points, AL and Decatur, Ga where we operate in the Atlanta metro area and surrounding regions. Mobile collection services may also be available for employers or legal clients.

- 28175 Us Hwy 431 Five Points, AL
- 3009 Rainbow Drive Ste 303 Decatur, GA 30034

To schedule a test, visit www.xpressonelabs.com