

# Laboratory services – frequently asked questions

Your Johns Hopkins Aramco Healthcare (JHAH) Primary Care physician or specialist healthcare provider may decide that you would benefit from testing, to enable them to more accurately diagnose your particular condition and provide you with the best possible treatment. This may initially take the form of a blood test, urine or stool testing, or tests of tissue samples.

## Your frequently asked questions:

### 1. How does MyChart work with laboratory testing? When can I see my results when using this service?

Laboratory Tests Online is an award-winning health information web resource designed to help you understand the many laboratory tests that are a vital part of your medical care. The site is produced by JHAH. After your results have been released to our hospital care system, you will receive an SMS or email notification. Most results are then available for you to access in MyChart, or you can visit your physician for further clarification. In MyChart, you will even be able to view doctor's comments within days of the laboratory procedures being carried out.

[Sign in to MyChart](#) ›

### 2. Where are JHAH's laboratories and what are the opening times?

Our laboratories are conveniently based at five locations and are open Sunday through Thursday:

- **Dhahran Health Center:**  
**Primary Care**  
(Tel: +966 (0)13 870 8440)  
6.30 a.m. – 9p.m.  
**Specialty Clinic**  
(Tel: +966 (0)13 870 7951,  
870 7810) 7a.m. – 4p.m.
- **Al-Hasa Health Center**  
(Tel: +966 (0)13 533 5925)  
7a.m. – 4p.m.
- **Ras Tanura Health Center**  
(Tel: +966 (0)13 870 5257)  
7a.m. – 4p.m.
- **Abqaiq Health Center**  
(Tel: +966 (0)13 565 8024)  
7a.m. – 4p.m.
- **'Udhailiyah Health Center**  
(Tel: +966 (0)13 538 4069)  
7a.m. – 3.30p.m.

### 3. How do I provide samples?

By visiting the laboratory nearest to you for blood collection or for submitting other body fluid specimens – e.g. urine, sputum, semen and stool specimens. However, for tissue samples or any sample that requires the expertise of a healthcare provider for collection, you might be asked to visit your doctor's clinic.

### 4. What is the procedure when I go to one of the locations?

When you arrive at one of our Collection Clinics, a receptionist will check your details and find out what tests have been requested. You will receive a waiting number, which will give you an idea of wait times. If a blood test has been requested, one of our experts will take a sample. For other types of body fluid testing, you will be given specimen containers and instructions on collection.

### 5. Do I sit and wait for results?

You don't need to sit and wait for results, as you can view them in MyChart after receiving SMS or email notifications. Your healthcare provider will be notified if there are discrepancies or abnormalities in the laboratory tests, and they will call you to invite you for further laboratory procedures if necessary. Most testing takes from one to eight hours for the initial results. Less common tests will take longer.

### 6. How do I know what the results mean?

You can contact your healthcare provider to talk through your laboratory test results. In some cases, you can also view comments from your doctor on MyChart.

### 7. Who will tell me what happens next?

Your healthcare provider will be able to give you full details about your next steps, and will discuss with you what procedures or treatments may be needed, and what this will involve.

### 8. Do I have to provide any information when I collect my results?

Upon collection of your results at our clinics, you will be asked to provide two forms of identification.

You can find out more about our pharmacy and laboratory services on our website ›