
Frequently Asked Questions

Who do I call to make an appointment?

Please call the clinic you wish to use. Please see attached location listing for clinic phone numbers.

What is an MRO (Medical Review Officer)?

A Medical Review Officer, or MRO, is a physician who is certified to review drug screen results. If your company chooses this service and you have a positive drug screen, our MRO will review the result, contact and interview the patient, and then determine if there is another reason, other than street drugs, why the result is positive. This service is required on DOT drug screens. However, we recommend it for non-DOT drug screens as well. By using an MRO, you would be legally backed up in the event that you take action against an employee for a positive drug screen result.

Who is my account representative? Who do I call to correct or update protocol information on my account?

Who do I call with a billing issue?

Please contact Glynda Brown at (865) 985-7084 or by emailing Park_Med_Billing@teamhealth.com to discuss your account, update information, or answers to billing questions.

What is your tax ID number?

The federal tax identification number for Park Med Urgent Care Center is 62-1609262. To receive a copy of our W-9 form, please call (865) 985-7084, or send a fax request to (865) 560-8929.

What is your billing address?

Park Med Urgent Care Center, P.C.
P.O. Box 410229
Nashville, TN 37241-0229

What is your corporate office address?

Park Med Urgent Care Center – Corporate Office
1431 Centerpoint Blvd, Suite 100
Knoxville, TN 37932
(865) 985-7084 – phone
(865) 560-8975 – fax

Complete Clinic Listing

Park Med Urgent Care Center – Blount County

117 Gill Street
Alcoa, TN 37701
(865) 982-3409 – phone
(865) 977-9844 – fax
Clinic hours: 7:00am- 7:00pm (M-F) * 8:00am- 6:00pm (Sat-Sun)
Providers: John Rooke, MD * William Tucker, PA-C
Practice Administrator: Debbie Gardner

Park Med Urgent Care Center – Corp Office (no clinic, contact for set up/chg acct only)

1431 Centerpoint Blvd, Suite 100
Knoxville, TN 37932
(865) 985-7084 – phone
(865) 560-8975 – fax
