



PEHR Conference May 20 -21, 2009



Who is Quest Diagnostics?

Leader in Providing Healthcare Insights and Solutions

Comprehensive Diagnostic Testing

- Routine —» Esoteric
 - Diagnose
 - Monitor
 - Predict
 - Prevent

Advanced Information Technology Solutions

- Improve Care and Efficiency

Facilitate Introduction of New Therapeutics

- Clinical Trials Testing

Innovative Diagnostic Products

- Enable Care Closer to the Patient

Risk Assessment Solutions to Life Insurance Industry

Touching Patients 150 Million Times Each Year



Broad Assets and Capabilities

Serving 50% of US Hospitals & Physicians

2,300 Patient Service Centers and Laboratories

900 MD's and PhD's

8,500 Phlebotomists &

5,000 Paramedical professionals

3,500 Courier Vehicles and 25 Airplanes

- making 90,000 stops each day

>140,000 Physician users of Care360

POC testing in >100 Countries

Testing ~1,000,000 Patients a Day through our Labs and POC Devices



MedPlus Overview

<p>Leading Provider of Physician Office Solutions for Labs and Meds</p>	<p>700,000 Registered Users 150,000 Physician Users 70,000 Physician Offices</p>
<p>Nationwide Professional Services: Support, Training and Deployment</p>	<p>Adding 1,500+ Physicians Per Month A National Network of Trained Staff</p>
<p>Solutions are Highly Scalable, Reliable and Secure</p>	<p>1,000,000 Transactions Processed Daily Access to Lab Result in 6 Minutes of Release from LIS 5.8 Sigma with 99.9997% Uptime CMMI Level II Certified Tiered Network with Full Redundancy and Intelligent Routing Capabilities</p>
<p>Solutions are Interoperable</p>	<p>300+ PMIS Demographic Bridges 100+ EMR Vendors Contracted for the Lab Interfaces Connect to RxHub, SureScripts, CAQH 2,000+ Hospital Interfaces</p>



Our Physician Office Solutions – Care360

Web-based Electronic Clinical Transaction Platform

A physician office solution enabling:

- Laboratory transactions
- ePrescribing & medication management
- Provider-to-Provider clinical messaging
- Enhanced Reporting, Flowsheet & Graphing
- Personal Health Record Integration (PHR)

Essential EHR capabilities with built in Interoperability

A clinical workflow enhancer:

- Designed to enhance, not replace clinical workflows

Delivering core clinical functionality:

- Ability to create, manage & distribute a patient encounter, electronically (Includes: vital signs, SOAP notes, progress note documentation)
- Transcription Integration
- Electronic Radiology results
- Scanning & Importing

...Technology for Community Solutions

Clinical Portal

Seamless access to aggregated patient clinical data

Driver of physician satisfaction and improved clinical decision making

Data Exchange Services

Facilitate the exchange of information between source systems and user systems

Hybrid-federated data model

Enterprise Master Patient Index

ChartMaxx

Centralized electronic access to the complete legal medical record

Preserves paper processes for the floor while automating work flows for HIM and back office

Fully supports HIM compliance needs

Patient Portal

Engage the patient in the management of their care

On-ramp for the patient for administrative and clinical capabilities





Focusing on the Patient Experience

Patient Gold Standards

Prompt, caring, courteous service



PSC Appointment Scheduling

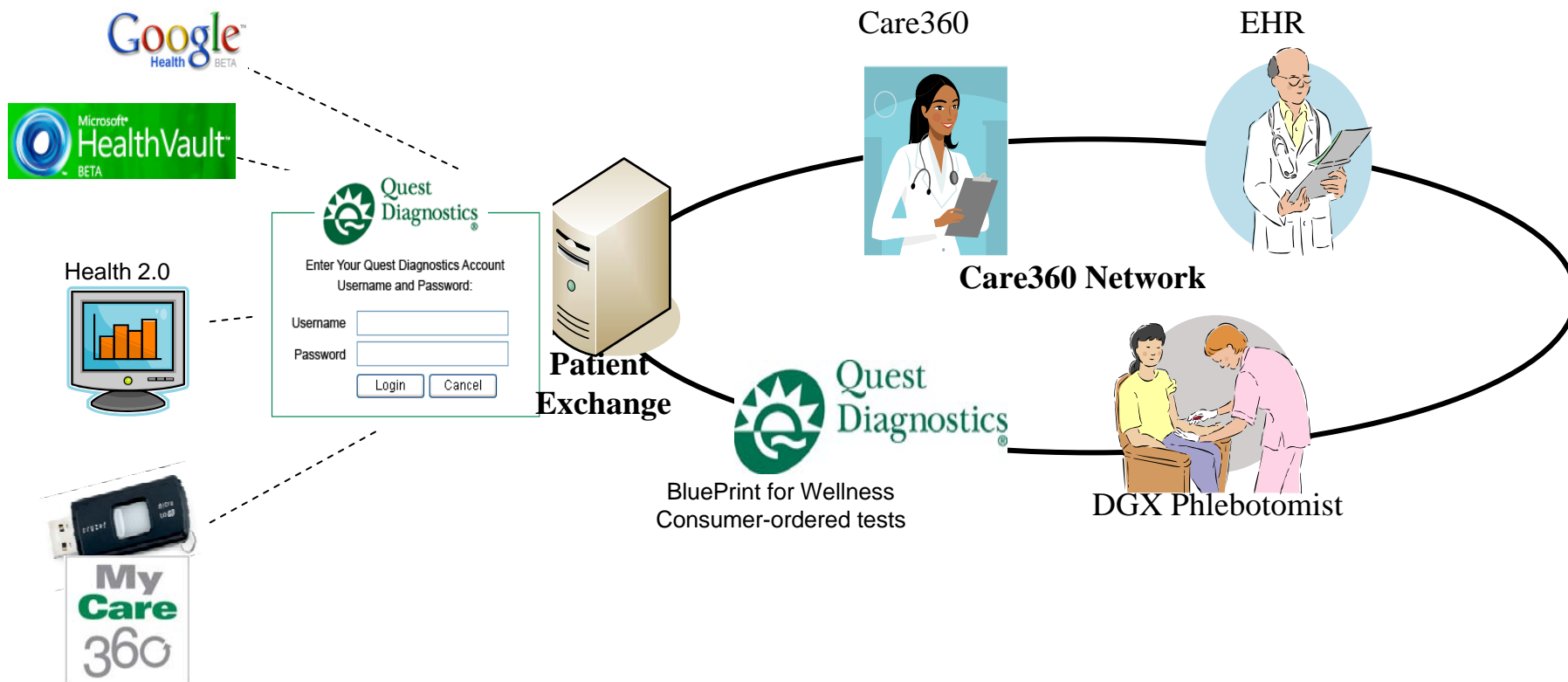
First laboratory with PSC appointment scheduling
Reduces patient wait time; improves convenience



PHR Collaboration

Facilitate patient-physician communications
Secure electronic access to lab results

Quest Diagnostics Enablers



Survey Question # 3 I think my personal health information is completely secure on the MyCare360 Flash Drive.

	Total %
1) Completely disagree	5.0%
2) Somewhat disagree	6.2%
3) Neither agree nor disagree	30.3%
4) Somewhat agree	31.4%
5) Strongly agree	27.1%

Survey Question # 2 What led to you to register for MyCare360?
(Check all that apply)

	Total %
1) I want to better manage my health and take control of my care	25.1%
2) I think it is important to have a digital record of my health information	26.3%
3) I have a chronic illness and I think this will help me manage it better	10.8%
4) It makes it easier to schedule appointments for the lab testing	8.3%
5) I want my health information available in case of emergency	29.4%

“Qualified EHR” is an electronic record of health-related information on an individual that

Includes patient demographic and clinical health information, such as medical history and problem lists;

Has the capacity to:

- Provide clinical decision support
- Support physician order entry
- Capture and query information relevant to health care quality
- ***Exchange electronic health information with, and integrate such information from other sources***

Patient/Caregiver owned & managed!

Driving better compliance and wellness

Provider engagement and dialog

Driving better patient engagement

Connectivity to relevant and available clinical information

Critical information for initiating adoption

Keeping it Simple!

Medical Legal Record?



Quest
Diagnostics

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