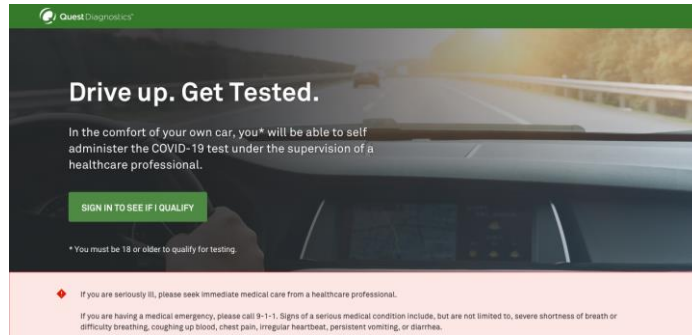# Quest COVID-19 testing has a digital front & backend patient experience

1 Online registration, screening & scheduling process

Drive up. Get Tested.

In the comfort of your own car, you* will be able to self administer the COVID-19 test under the supervision of a healthcare professional.

SIGN IN TO SEE IF I QUALIFY

* You must be 18 or older to qualify for testing.

If you are seriously ill, please seek immediate medical care from a healthcare professional.

If you are having a medical emergency, please call 9-1-1. Signs of a serious medical condition include, but are not limited to, severe shortness of breath or difficulty breathing, coughing up blood, chest pain, irregular heartbeat, persistent vomiting, or diarrhea.

PRIORITY 1
- Hospitalized Patients
- Symptomatic healthcare workers

For more information please visit www.QuestDiagnostics.com
Tracking Code: 39442

PRIORITY 2
- Symptomatic patients in long term care facilities
- Symptomatic patients over age 65 yrs
- Symptomatic patients with underlying conditions
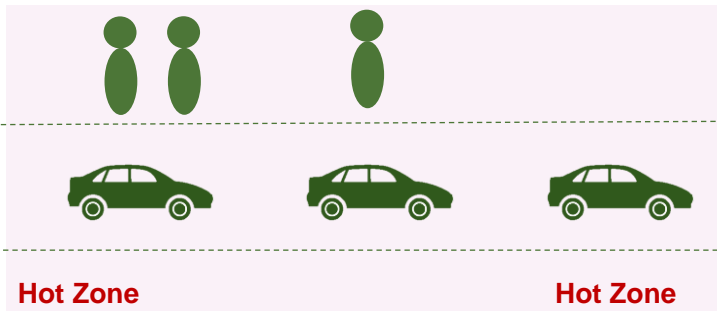- Symptomatic first responders

For more information please visit www.QuestDiagnostics.com
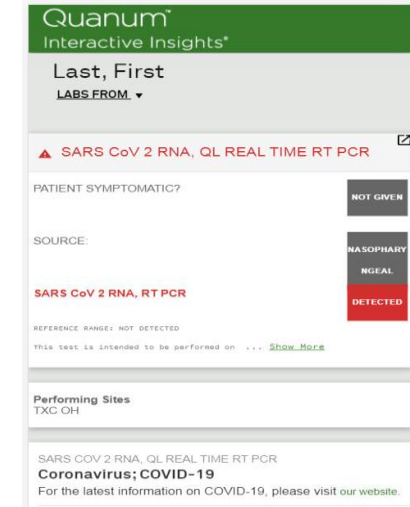Tracking Code: 39529

PRIORITY 3
- Symptomatic critical infrastructure workers
- Symptomatic individuals who do not meet Priority 1 or Priority 2 criteria
- Asymptomatic health care workers and first responders

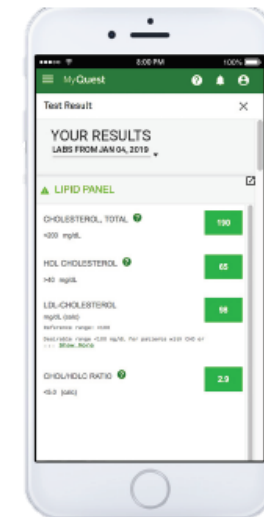For more information please visit www.QuestDiagnostics.com
Tracking Code: 39532

2 Drive thru experience

| Security | Paperless Registration | Specimen Self-Collected | EXIT |

Hot Zone   Hot Zone

3 Results delivered to program physician and copied to patient's doctor

Quanum Interactive Insights®

Last, First
LABS FROM ▾

⚠ SARS CoV 2 RNA, QL REAL TIME RT PCR

PATIENT SYMPTOMATIC?   NOT GIVEN

SOURCE: NASOPHARYNGEAL

SARS CoV 2 RNA, RT PCR   DETECTED

REFERENCE RANGE: NOT DETECTED
This test is intended to be performed on ... Show More

Performing Sites
TXC OH

SARS COV 2 RNA, QL REAL TIME RT PCR
Coronavirus; COVID-19
For the latest information on COVID-19, please visit our website.

4 Patient results delivered via MyQuest patient web site

MyQuest
Test Result   ✕
YOUR RESULTS
LABS FROM JAN 04, 2019 ▾

▲ LIPID PANEL

CHOLESTEROL, TOTAL   190
>200 mg/dL

HDL CHOLESTEROL   65
>40 mg/dL

LDL-CHOLESTEROL   98
mg/dL (calc)

CHOL/HDL RATIO   2.9
<5.0 (calc)

Quest Diagnostics™

Our experiences with COVID-19 should motivate the industry to move key initiatives forward

How We Responded

- Launched new, lab-developed test on March 9th
- Performed over 825,000 tests
- Adapted our patient management solutions to work in parking lots and prioritize patients per the CDC guidance

Our Challenges

- Use of paper and inconsistent order quality hinders accurate and rapid test delivery, especially direct to patients
- Current interface conventions require repeated builds and testing, which delays access to care

Conclusions

ONC can
- Raise awareness of order entry needs and electronic ordering
- Advance interoperability standards
- Champion patient technologies for receiving and understanding their results

Quest Diagnostics™