



## Quest Diagnostics and Caresoft launch Secure Online Lab Information Service For Consumers

May 9, 2000

*Breakthrough new service allows consumers to securely access their clinical laboratory test results online at MyLabCenter.com, a service of TheDailyApple.com*

**TETERBORO, N.J. and SUNNYVALE, Calif., May 9, 2000**

Quest Diagnostics Incorporated (NYSE: DGX), the nation's leading provider of diagnostic laboratory testing, and Caresoft Inc., which operates TheDailyApple.com consumer health web site, today announced the launch of a new service that, for the first time, enables consumers to access their clinical laboratory test results online. The online lab test results service is designed to help educate consumers about their health, provide them with a better understanding of the test results, and enable them to increase the effectiveness of time spent with their doctors during regular visits.

"Educated and health-conscious consumers want and need access to information—including their personal medical records—in order to intelligently manage their own health," said Kenneth W. Freeman, chairman and chief executive officer of Quest Diagnostics. "Until today, the kind of personalized information people need to really manage their own health simply had not been available: secure access to confidential lab test results and personalized medical records."

After registering and receiving a Personal Identification Number (PIN), consumers are able to access their laboratory test results free of charge in a special, secure section of TheDailyApple.com called MyLabCenter.com. The results are presented in clear, easy-to-understand terms along with the normal range values for the tests and explanations on how the test assists the physician in managing a person's health care.

"The Lab Test Results service is a true breakthrough for consumers wanting to better manage their health," said J.J. Singh, president and CEO of Caresoft. "By having access to their results through TheDailyApple.com, patients can better understand the context of the information the doctor is interpreting and how the results play into their overall wellness plan, and take a more active role in their health."

"Our consumer research indicates that those consumers who will find the service most pertinent will be patients who have recently had a health care episode as well as those who have chronic diseases," said Singh. "In both cases, consumers have a heightened concern about their health and are wanting to see their test results online. Similar research with doctors showed that 70% of physicians wanted patients to be able to get as much information about their health as possible and believed this service supported that intent."

Physicians benefit from having the test results available directly to their patients online. The service saves doctors time, because they don't have to call a patient with routine test results. In addition, patients who know more about their own health status, i.e. test results, have improved doctor-patient interactions.

Quest Diagnostics processes more than 200 million clinical laboratory tests each year and is the nation's leading provider of diagnostic testing, information and services to physicians, hospitals, managed care organizations, employers and government agencies. The wide variety of tests performed on human tissue and fluids help doctors and hospitals diagnose, treat and monitor disease. Online results will be available for a wide range of commonly administered tests such as diabetes, blood glucose levels and cholesterol.

TheDailyApple.com is comprised of more than 20 Care Centers, including MyLabCenter.com, covering the most common diseases, conditions and concerns of online consumers. A suite of health services complements the Care Centers and includes personal health records, lab test results, appointment and medication reminders, a comprehensive medical and drug library, the latest health news and research, discussion groups, shopping and the ability to send, fax or print online health records to medical practitioners.

### **About Quest Diagnostics Incorporated**

Quest Diagnostics is the nation's leading provider of diagnostic testing, information and services with annualized revenues of more than \$3 billion. The testing performed on human specimens helps doctors diagnose, treat and monitor disease; enables employers to detect workplace drug abuse; and supports pharmaceutical and biotechnology companies in clinical trials of new therapeutics worldwide. Quest Informatics analyzes laboratory and other medical data to help health care providers improve the care of patients. Additional company information can be found on the Internet at: [www.questdiagnostics.com](http://www.questdiagnostics.com).

### **About Caresoft**

Caresoft, Inc. operates TheDailyApple.com, a consumer site where each member receives a highly personalized and secure site with access to his or her own clinical, pharmacy and medical record data. TheDailyApple.com is the first health care site that provides consumers with their clinical laboratory test results via the Internet, along with easy-to-understand supporting information. It also provides interactive health programs focusing on common diseases and conditions, personalized content, complete health records and supporting services. Caresoft is a privately held company located in Sunnyvale, Calif., and can be contacted at <http://www.thedailyapple.com>.

###