



## **Top Ranking by KLAS Enterprises for Electronic Patient Record Solution Awarded to Quest Diagnostics' MedPlus(TM) Subsidiary**

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TETERBORO, N.J., Jan. 21 /PRNewswire-FirstCall/ -- Quest Diagnostics Incorporated (NYSE: DGX), the nation's leading provider of diagnostic testing, information and services, announced today that its MedPlus healthcare information technology subsidiary was recognized as the number one document management and imaging (DMI) vendor in 2004 for its ChartMaxx(R) enterprise-wide electronic record solution for hospitals, according to KLAS Enterprises' "2004 TOP 20: Year-End Best in KLAS Awards." The 2004 award marks the second time the company has placed first for its ChartMaxx product in the "Year-End Best in KLAS" study.

KLAS defines DMI vendors as companies that scan, create, archive, workflow and validate a variety of clinical and administrative documents stored electronically or in hard copy. According to KLAS, DMI systems are emerging as critical solutions for hospitals seeking to aggregate data from disparate systems throughout the organization. The study is a summary of the performance data collected over 13 months from information technology executives and other healthcare professionals at 4,500 hospitals and 2,500 clinics nationwide. The ratings are based on feedback received from current customers.

MedPlus' ChartMaxx solution received the highest overall score of those vendors ranked in the DMI category. ChartMaxx scored highest in a variety of areas including "keeps promises," "worth the effort" and "works as promoted." In addition, 100 percent of respondents indicated they would buy ChartMaxx again and recommend it to others.

"We are honored to place first once again in this prestigious industry ranking and earn the 2004 Best in KLAS distinction," said Richard Mahoney, Vice President, Healthcare Information Solutions at Quest Diagnostics. "The results validate our commitment to solutions that improve patient care and maximize hospital business performance through data integration and workflow."

MedPlus has realized significant increases in the number of users and stored documents since first being recognized as number one by KLAS in February 2002. Today, it has more than 100 systems installed in hospitals and clinics with 100,000 clinical and administrative users -- managing more than 250 million clinical and administrative documents for 11 million patients.

### About KLAS Enterprises

KLAS, founded in 1996, is the only research and consulting firm that specializes in providing the healthcare information technology (HIT) industry with unbiased, factual information on HIT vendor performance. KLAS, teamed with thousands of healthcare executives, CIOs, directors, managers and clinicians, has created a dynamic database of information on the performance of HIT vendors. The KLAS database represents the opinions of healthcare executives, managers and clinicians from more than 4,500 hospitals and 2,500 clinics on more than 500 different products. The information contained within the database is current, as it is refreshed daily with new performance evaluations and interviews. KLAS utilizes a two-step process to collect candid performance data so KLAS clients are able to clearly see how a vendor or product is truly performing.

### How to Obtain a Copy of the Report

If you have questions about the study or if you would like to purchase a copy, call toll-free at 866-268-9438 or visit <http://www.healthcomputing.com>.

### About ChartMaxx

ChartMaxx is an enterprise-wide electronic patient record solution, which enables organizations to create and manage an electronic repository comprised of clinical, financial and administrative information. Immediate, concurrent access to information makes ChartMaxx a key component in efficient management of patient records. The solution provides the tools hospitals need to accelerate turnaround time for chart completion, introduce electronic patient registration, utilize remote coding, automate release of information and maximize electronic information access across the entire facility. ChartMaxx has been implemented in more than 100 hospitals and throughout the United States and Canada. For more information visit <http://www.medplus.com>.

### About MedPlus

MedPlus is a leading developer and integrator of clinical connectivity and data management solutions for healthcare organizations and clinicians. These solutions efficiently and securely collect, store, manage and retrieve clinical information within an organization, enterprise or community via virtual private networks and/or the Internet. MedPlus solutions, including eMaxx(R) Care360(TM) (physician-focused clinical integration portal solution) and ChartMaxx(R) (electronic patient record solution) have been implemented in more than 300 healthcare facilities throughout North America. MedPlus is a wholly-owned subsidiary of Quest Diagnostics Incorporated. For more information, visit the Company's Web site at <http://www.medplus.com>.

### About Quest Diagnostics

Quest Diagnostics Incorporated is the nation's leading provider of diagnostic testing, information and services, providing insights that enable healthcare professionals to make decisions that improve health. The company offers the broadest access to diagnostic testing services through its national network of laboratories and patient service centers, and provides interpretive consultation through its extensive medical and scientific staff. Quest Diagnostics is the leading provider of esoteric testing, including gene-based medical testing, and provides advanced information technology solutions to improve patient care. Additional company information is available at: <http://www.questdiagnostics.com>.

The statements in this press release, which are not historical facts or information, may be forward-looking statements. These forward-looking statements involve risks and uncertainties that could cause actual results and outcomes to be materially different. Certain of these risks and uncertainties may include, but are not limited to, competitive environment, changes in government regulations, changing relationships with customers,

payers, suppliers and strategic partners and other factors described in the Quest Diagnostics Incorporated 2003 Form 10-K and subsequent filings.

SOURCE Quest Diagnostics Incorporated

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