



Trinity Health to Improve Revenue Cycle Through ChartMaxx® Implementation

February 22, 2012

Enterprise-Wide Content Management Helps Organization to Realize Greater Efficiencies Throughout the Continuum of Care

LAS VEGAS, Feb. 22, 2012 /PRNewswire/ -- Trinity Health of Novi, Michigan, the fourth-largest Catholic healthcare system in the country, operating 49 acute-care hospitals, 379 outpatient facilities and 26 long-term care facilities throughout seven states, has selected Quest Diagnostics' (NYSE: DGX) ChartMaxx® Enterprise Content Management (ECM) solution to provide its staff with 24/7 concurrent access to complete patient medical records.

ChartMaxx allows complete, transparent process execution to provide detailed views of patient history and records, and delivers rapid access to critical data via portals, dashboards, and mobile apps/alerts using traditional fixed and mobile technology such as iPhone®, iPad®, Android™ and Blackberry® RIM platforms to healthcare professionals.

"One of our system's larger facilities used ChartMaxx to help optimize processes, improve productivity and enhance quality in the Health Information Management and Patient Financial Services functions for the last 10 years," explains Chuck Lund, vice president of United Revenue Organization (URO) Transformation at Trinity Health. "As a result of that experience, we are very enthusiastic about the results we expect as we deploy it throughout our entire system."

ChartMaxx ECM will interface with Trinity's current Unified Revenue Organization (URO) which promotes the implementation of shared services and the rollout of key revenue improvement programs throughout the Trinity Health Care System. Trinity's URO revenue system manages pricing, managed care contracting, registration, billing and collections, clinical coding and documentation, and net revenue reporting for the enterprise. By working with Trinity's URO system, ChartMaxx will improve profitability and reduce costs while capturing lost or denied revenue. Trinity can further improve its revenue processes, support its quality assurance goals and provide greater transparency to patients.

Trinity's electronic health record (EHR) system will leverage the ChartMaxx Intelligent Process Management in categories that include patient access, coding, patient financial services and more.

ChartMaxx ECM Means Real-Time Collaboration and Optimized Decision Support

"ChartMaxx ECM now includes a unique upgrade to include Business Process Management capabilities – making ChartMaxx the only BPM solution that's 100 percent focused on healthcare and backed by over 20 years in the healthcare industry," states Richard A. Mahoney, vice president of Healthcare Information Solutions for Quest Diagnostics, and president of its healthcare IT subsidiary MedPlus. "Additionally, ChartMaxx ECM provides real-time access to information which provides physicians with a more integrated view of their patients, resulting in a positive clinical experience. Disparate revenue systems can now communicate more effectively which results in greater ROI for healthcare organizations such as Trinity."

ChartMaxx has historically included capabilities such as: Electronic Medical Record (EMR), Patient Financial Services (PFS), Recovery Audit Contractor (RAC), Document Management and Imaging (DMI), among others. With a Business Process Management (BPM) functionality upgrade, ChartMaxx is now the only BPM solution that is completely focused on healthcare. The features and functionality of ChartMaxx ECM allow for better and quicker decision making, flexible and real-time collaboration and the ability to define and refine dynamic processes that reach across hospital systems and departments.

The expanded suite of ChartMaxx ECM fuses the award winning document management solution with leading edge BPM technology on a Service-Oriented Architecture (SOA) platform to solve a world of healthcare enterprise content management challenges. As an SOA-compliant application, ChartMaxx ECM can acquire data from a central information source to meet the growing challenges across healthcare organizations:

- Accelerates deployment of new business processes and automates business rules to achieve a greater level of integration across the enterprise
- Enables complete, transparent process execution to provide more detailed views of patient history and records
- Engages hospital stakeholders with access to critical data via portals, dashboards, and mobile apps/alerts
- Provides convenient access to content via mobile devices such as iPhone®, iPad®, Android™ and Blackberry® RIM
- Offers an integrated view of systems including Oracle, SAP, PeopleSoft™ and others
- Improves profitability and eliminates costs while capturing lost or denied revenue

About Trinity

Trinity Health is a faith-based organization devoted to a ministry of health. Trinity Health is the fourth-largest Catholic healthcare system in the country. Based in Novi, Michigan, Trinity Health operates 49 acute-care hospitals, 379 outpatient facilities, 26 long-term care facilities, and numerous home health offices and hospice programs based in seven states. Employing approximately 45,000 full-time staff, Trinity Health reported \$7 billion in unrestricted revenue.

About Quest Diagnostics

Quest Diagnostics is the world's leading provider of diagnostic testing, information and services that patients and doctors need to make better healthcare decisions. The company offers the broadest access to diagnostic testing services through its network of laboratories and patient service centers, and provides interpretive consultation through its extensive medical and scientific staff. Quest Diagnostics is a pioneer in developing innovative diagnostic tests and advanced healthcare information technology solutions that help improve patient care. Additional company information is available at QuestDiagnostics.com.

Quest Diagnostics Contacts

Media: Davette Shorter 513-204-2780

Investors: Kathleen Valentine 973-520-2900

SOURCE Quest Diagnostics