



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

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TETERBORO, N.J., Feb 6, 2003 /PRNewswire-FirstCall via COMTEX/ -- Quest Diagnostics Incorporated (NYSE: DGX), the nation's leading provider of diagnostic testing, information and services, announced today that its MedPlus subsidiary was recognized for the second consecutive year as the number one document management and imaging (DMI) vendor for its ChartMaxx(R) enterprise-wide electronic patient record (EPR) solution in a study released by KLAS Enterprises. MedPlus develops state-of-the-art connectivity solutions, which provide physician and hospital customers with access to essential healthcare information at the critical point of decision making.

KLAS defines DMI vendors as those whose products offer the ability to "generate electronic forms, handle COLD (computer output to laser disk) feeds, store and retrieve data in its structured or unstructured form, provide simultaneous access to multiple users, integrate with actionable processes, monitor status tracking and/or workflow engines" and act as an "integral tool for retrieving data from disparate systems." MedPlus originally received the top ranking in February 2002, and has maintained its first place position since that time.

"The prestigious KLAS ranking demonstrates what MedPlus customers have known all along -- that ChartMaxx lets hospital administrators and admitting physicians effortlessly access and act on critical healthcare information to improve patient care and enhance efficiency," said Surya N. Mohapatra, Ph.D., President and Chief Operating Officer of Quest Diagnostics, the parent company of MedPlus. "We are committed to the continued success of MedPlus and ChartMaxx in the healthcare market."

MedPlus received higher scores than other suppliers including McKesson, Eclipsys, Siemens, LanVision, AMS and QuadraMed, based on responses and feedback received from current MedPlus customers. Among the 18 categories identified in the study, MedPlus placed first in 17 categories including "money's worth," "lived up to expectations," "commitment to technology," "product worked as promoted," "implementation on time" and "within budget."

Norm Swaton, Regional Director at KLAS Enterprises, said, "MedPlus continued to demonstrate high client satisfaction throughout 2002 as reported by consistently high marks provided by its customers. The top ratings of MedPlus and confidential interviews conducted by KLAS for all vendors show that ChartMaxx customers are genuinely pleased with many aspects of MedPlus' performance compared to competitors' products."

MedPlus has continued to add to the user and document count included in ChartMaxx and has realized dramatic increases since December 2001. The number of clinical users has more than doubled to 25,000 and the number of overall users, including administrative and clinical users, has nearly doubled to more than 50,000.

ChartMaxx has more than 178 million clinical and administrative documents stored in the system for 8.3 million patients.

MedPlus will provide demonstrations of the ChartMaxx product, the eMaxx(R) physician portal solution, and the OptiMaxx(R) document management system at HIMSS in booth number 5025 during established business hours at the San Diego Convention Center, Monday, February 10 through Thursday, February 13.

### About KLAS Enterprises

KLAS, founded in 1996, is an independent research and consulting firm specializing in monitoring and reporting unbiased and factual information on the performance of healthcare's information technology vendors. KLAS confidentially and personally interviews thousands of healthcare professionals annually in order to candidly gather performance ratings. The KLAS staff and advisory board average 25 years of healthcare technology experience. For further information contact KLAS Enterprises, LLC at (801) 226-5120 or on the Web at <http://www.healthcomputing.com>.

### How to Obtain a Copy of the Report

If you have questions about the study or if you would like to purchase your own copy, call toll free 866-268-9438 or visit <http://www.healthcomputing.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 ChartMaxx (electronic patient record solution), eMaxx (physician-focused clinical integration portal solution), LabPortal(TM) (lab test ordering and results retrieval solution) and OptiMaxx(R) (records storage and retrieval solution) have been implemented in more than 125 hospitals 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 physicians, hospitals, managed care organizations and other healthcare professionals to make decisions to improve health. The company offers patients and physicians the broadest access to diagnostic laboratory services through its national network of laboratories and patient service centers. Quest Diagnostics is the leading provider of esoteric testing, including gene-based medical testing, and empowers healthcare organizations and clinicians with state-of-the-art connectivity solutions that improve practice management. Additional company information can be found on the Internet at: <http://www.questdiagnostics.com>.

MedPlus, ChartMaxx, eMaxx, LabPortal and OptiMaxx are either registered trademarks or trademarks of MedPlus, Inc. All other trade names are the property of their respective owners.

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