



Quest Diagnostics and Caresoft Announce Agreement to Provide Personalized Lab Information Service to Consumers Over the Internet

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QUEST DIAGNOSTICS AND CARESOFT ANNOUNCE AGREEMENT TO PROVIDE PERSONALIZED LAB INFORMATION SERVICE TO CONSUMERS OVER THE INTERNET

TETERBORO, N.J. and SUNNYVALE, Calif., JANUARY 24, 2000 —

Quest Diagnostics Incorporated (NYSE: DGX), the nation's leading provider of clinical laboratory testing, information and services, and Caresoft Incorporated, a provider of innovative online health services for consumers and the healthcare industry, today announced an agreement that will provide consumers, upon their request, with secure online access to their clinical laboratory test results through Caresoft's consumer web site, *TheDailyApple.com*. Terms of the agreement were not disclosed.

Later this quarter, consumers will be able to log on to *TheDailyApple.com*, securely access test results for many of the routine clinical lab tests performed by Quest Diagnostics and download the data into a personalized health record. The results of tests for certain complex diseases, such as HIV, will not be electronically available and may only be obtained from a patient's physician. All test results will be available to consumers only after they have first been made available to the physician.

Currently, physicians and other healthcare providers use the lab testing results provided by Quest Diagnostics to diagnose, treat and monitor various health conditions such as heart disease and diabetes. The same results will be available to the consumer at *TheDailyApple.com*, along with background information about the test, such as generally-accepted normal range limits for each test and descriptions of how tests are used by physicians in managing their patients' health. All data transactions will be secure and meet or exceed confidentiality and privacy requirements established by the U.S. Government.

"As the custodian of the world's largest private database of clinical laboratory results, we are committed to making healthcare information easier to access and more useful for patients and their physicians," said Kenneth W. Freeman, Chairman and Chief Executive Officer of Quest Diagnostics. "Consumers are using the Internet to educate themselves about their health. As this trend has intensified, consumers have sought access to their health records. Our agreement with Caresoft enables us to meet that demand in a confidential and reliable manner."

Quest Diagnostics processes more than 100 million requisitions, or orders, for clinical lab 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 testing performed by Quest Diagnostics on human specimens helps doctors and hospitals diagnose, treat and monitor disease.

"Caresoft's relationship with Quest Diagnostics will serve to strengthen the bond between patient and doctor," said J.J. Singh, President and CEO of Caresoft, Inc. "By having access to their results through *TheDailyApple.com*, the patient can better understand the context of the information the doctor is interpreting and how the results play into their overall prescribed wellness plan."

Already the recipient of several awards as one of the Internet's top healthcare sites, *TheDailyApple.com* offers individuals and families free membership to a myriad of online health services, enabling users to have confidential access to review and download their health records, benefits and clinical data to better manage their health. *TheDailyApple.com* also provides comprehensive features such as appointment reminders, prescription refill reminders, detailed "to-do" lists, tools for tracking and maintaining health records, a direct connection to healthcare providers, health management services for chronic illnesses as well as community forums, focused content and pertinent product offerings.

Members of the *TheDailyApple.com* will be able to securely access their clinical lab data, their health records, and benefits in addition to receiving general health information, news and wellness plans pertinent to their health. Caresoft has regular audits performed by an independent, nationally recognized accounting firm to ensure that its security and privacy practices used for *TheDailyApple.com* are state-of-the-art and comply with all applicable medical privacy requirements.

"We selected Caresoft for their unique ability to deliver this service to consumers in a confidential and private manner," said Mr. Freeman.

"We are very pleased to bring this valuable service to consumers in partnership with the nation's largest provider of diagnostic testing. We look forward to expanding our service offerings to consumers, such as those provided under this agreement," said Mr. Singh.

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About Caresoft, Inc.

Caresoft, Inc. is a leading provider of online healthcare services for consumers and the health care industry. The company operates *TheDailyApple.com* (<http://thedailyapple.com>), which provides consumers with personalized and secure online services, community forums, interactive programs and useful tools to take charge of their health. Caresoft is a private company, located in Sunnyvale, Calif., and can be contacted at <http://www.thedailyapple.com>.

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 companies in clinical trials of new drugs worldwide. Quest Informatics analyzes laboratory and other medical data to help healthcare providers improve the care of patients. Additional

company information can be found on the Internet at: 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 the outcome to be materially different. Certain of these risks and uncertainties are listed in the Quest Diagnostics Incorporated 1998 Form 10-K and subsequent filings.

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