



## Top Ranking By KLAS Enterprises For Electronic Patient Record Solution Awarded To Quest Diagnostics' MedPlus(TM) Subsidiary

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TETERBORO, N.J., July 14 /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 for its ChartMaxx(R) enterprise-wide electronic patient record (EPR) solution for hospitals. The ranking was released by KLAS Enterprises in its "Top 20: Mid-Year Report Card." MedPlus develops advanced healthcare information technology 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 companies that provide the core capabilities of scanning, creating, archiving, workflow and validation of electronically stored documents and non-clinical images. The study is a summary of the performance data collected over the past 13 months from information technology executives and other healthcare professionals. The ratings are based on feedback received from current customers.

"We are honored to place first in this prestigious industry ranking," said Richard A. Mahoney, Vice President, Healthcare Information Solutions, Quest Diagnostics. "Our goal is to provide superior customer support and implementation services by continuing to release high-quality and timely product enhancements."

ChartMaxx received the highest overall score of those vendors which received a ranking in the DMI category, exceeding the scores for products provided by McKesson, Siemens, Cerner, AMS, LanVision, and Eclipsys. Out of these vendors, ChartMaxx also exhibited the greatest percentage improvement from the end-of year 2003 KLAS report. The study consisted of 40 performance questions related to customer satisfaction including contracting, sales, implementation, telephone support, integration services and upgrades. ChartMaxx received its highest rating in KLAS' "Worth the Effort" category. When asked whether they would buy the ChartMaxx product again, 100 percent of customers interviewed said they would.

According to KLAS in the December, 2003 Document Management and Imaging Specialty Report, "Document Management and Imaging Systems are not only emerging as a strategy in achieving enterprise access to information, but based on functionality available today, can act as a viable 'integration tool' for data from disparate systems. DMI systems play a more obvious role in the ability to achieve both a 'paperless' environment and, potentially, an electronic medical record."

MedPlus has continued to add to the user and document count included in ChartMaxx and has realized dramatic increases in the number of users and stored documents since first being recognized as number one by KLAS in February, 2002. ChartMaxx has more than 250 million clinical and administrative documents stored in the system 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 healthcare facilities 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. For further information, contact KLAS Enterprises, LLC toll-free at 866-268-9438 or visit 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 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 70 patient care locations throughout the United States and Canada.

### 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) (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 -0- 07/14/2004 /CONTACT: Media - Jennifer Somers, +1-201-393-5700, or Investors - Laure Park, +1-201-393-5030, both for Quest Diagnostics Incorporated/ /Web site: <http://www.questdiagnostics.com> <http://www.medplus.com> <http://www.healthcomputing.com> / (DGX)