Take patient engagement to the next level.
We share your focus on better engaging patients to improve overall health.

Patients who are more actively involved in their healthcare see better health outcomes at lower costs.\(^1\)

A growing number of health care organizations such as yours are deploying strategies to better engage patients, through activities including education on their condition and decision making about their care.

At Quest Diagnostics, we are committed to the long-term health of your patients, and the role that patient engagement plays in meeting that objective.

\(^1\)"Health Policy Brief: Patient Engagement," Health Affairs

To actively help you improve patient engagement, we offer tools and services you can integrate in your engagement strategies.
Reap the benefits of engagement.

By 2020, it’s expected that nearly 20% of the US gross domestic product will be spent on healthcare².

As healthcare costs continue to soar, the role of the empowered, engaged patient becomes more critical than ever before. As patients are informed, motivated and actively contributing to their own care, their health, as well as that of their community, is drastically improved. The increased focus on patient engagement presents an opportunity for healthcare organizations to reduce costs and improve care through the attainment of the “Triple Aim”³.

### Triple Aim

- **Improve patient experience**
  - Increasingly, reimbursement models for health care organizations and healthcare providers (HCPs), including The Centers for Medicare & Medicaid Services, link patient experience metrics to reimbursement.

- **Advance population health**
  - Health systems and HCPs must meet new industry standards that emphasize outcomes instead of services delivered and support meeting quality metrics, such as HEDIS and STAR scores.

- **Reduce costs**
  - Focusing on patient engagement can improve patient adherence to treatment recommendations, thereby enhancing efficiency, reducing overall costs of patient care, and improving patient retention.

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²National Healthcare Expenditure Projections, 2010-2020
³As defined by the “Institute for Healthcare Improvement”
Leverage comprehensive capabilities.

To assist in your patient engagement activities, we offer tools and services you can seamlessly integrate in your engagement process.

These tools and services are organized in three categories:

- Communicate the value of patient engagement
- Provide the tools and resources
- Simplify every step of the way
Communicate the value.

Action requires motivation. And motivation starts with education.

Motivate your patients to be more engaged in their care through messages and materials tailored to their specific needs.

**Patient education**

**Marketing and communications support**
Patient education.

The more patients know, the more engaged they can be, which means better outcomes for patients and for health systems.

We support you with patient educational materials available through:
• Our website
• Printed brochures accessible from a doctor’s office
• Health screening at health fairs in communities across the country

In addition to patient education, Quest supports physicians in an effort to provide the most up-to-date educational information, regarding both testing and medical conditions, which can be shared with patients to keep them engaged.
Marketing and communications support.

Quest Diagnostics helps you communicate with patients in your health system.

We offer disease-specific information, co-branded educational materials, and tools that make it easy for patients to engage in their healthcare.

Collaborating to drive patient engagement.
Engage further through seamless tools and resources.

Integrate our patient-focused services as a compliment to yours in order to further your efforts around patient engagement.

- **MyQuest™**
- **Test Minder®**
- **Patient Service Programs**

Overview
- Motivate the Patient
- Engage the patient
  - MyQuest™ by Care360®
  - Test Minder®
  - Patient Service Programs
- Simplify Their Care

INTRODUCTION  |  BENEFITS  |  TOOLS & SERVICES  |  TAKE ACTION  |  INDEX
With MyQuest™ by Care360®, a free mobile application and patient portal, we help patients stay informed by allowing them to access and share their health information and lab results online.

This online tool helps facilitate:

1. Fast access to answers.
2. Access to medical history, along with prescribed medications.
3. Convenient scheduling of lab appointments.

Vital health information can now be shared with providers at the touch of a button.
Test Minder®

Test Minder® is a reminder program that can include emails, texts, and phone calls to alert patients about recurring tests.

Help patients keep their testing up to date and on time.
Patient service programs.

We also offer patient service programs such as 4MyHeart® – a patient-centric, personalized support program to help heart patients improve and maintain their health. Working directly with clinicians, patients can develop a custom plan based on their genetics, lifestyle and health history.

Provide tools and resources to help patients stay on track.
Simplify every step of the way.

One of the challenges of successful patient engagement is the ease of providing care. Leverage our vast network of facilities and services to simplify this process.

Patient Service Centers

In home clinical risk assessments and phlebotomy
Patient Service Centers. When appointment scheduling is made easy, and initial and follow-up testing is quick and convenient, the likelihood of better compliance is increased.

Provide ultimate convenience with local Patient Service Centers across the nation.
National esoteric lab network.

Access the most dedicated and specialized diagnostic solutions to help you provide the clear guidance that your patients demand.

Quest provides more than 700 medical and scientific experts to help clinicians drive better decisions through a robust testing menu and 20 lab-based genetic counselors who are available to support physician test selection and test pre-authorization.
**In home clinical risk assessments and phlebotomy.**

Provide even more convenience beyond the vast Patient Service Center network with MediCheck™, a dedicated data collection system for health plans to control the health risk assessment process. MediCheck™ connects the data from each stage of the health risk assessment and produces a complete report for the member, primary care provider and health plan. Personalized lab reports and a preventive plan are delivered to members in-home with one-on-one coaching by our nurse practitioners.

Focus on simplicity to maintain the engagement momentum.
Take meaningful action.

Count on the breadth of patient offerings and clinical expertise offered by Quest Diagnostics to take your patient engagement efforts to the next level.

Visit www.QuestForHealthSystems.com or contact your Quest representative today.

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www.QuestDiagnostics.com
INTRODUCTION

BENEFITS

TOOLS & SERVICES

- Motivate the Patient
- Patient Education
- Marketing and Communications Support

Engage the patient
- MyQuest™ by Care360®
- Test Minder®
- Patient Service Programs

Simplify Their Care
- Patient Service Centers
- National Lab Network
- In Home Solutions

TAKE ACTION