

### Why is Quest discontinuing its Quantum® Practice Solutions business?

The consolidation of independent physician practices is changing the way physicians provide care and utilize our solutions. As such, Quest is discontinuing our **Quantum Practice Solutions** business. This includes our **Quantum Electronic Health Record (EHR)** and **Quantum Electronic Prescribing (ePre)** offerings. We are making this change to adjust our business to align with evolving market dynamics. It will allow us to sharpen our focus on delivering technology solutions and expertise for the growing number of providers delivering care as part of hospital health systems.

### What does the transition period look like?

We know changing healthcare technology solutions isn't easy and requires planning and support. As such, **Quantum Practice Solutions** will have an **end-of-life date of December 31, 2023**. We will maintain **MACRA/MIPS certification** through the **2023 reporting period**, though **Quantum EHR customers will be required to transition to another EHR or receive a data export before December 31, 2023**. Effective immediately, all contracts will stop auto-renewing and move from their current term to month-to-month, to allow for an easier transition to a new technology partner.

### Which Quest solutions and services are impacted by the decision to discontinue Quantum Practice Solutions?

Quest products **impacted** by the decision include:

- **Quantum Electronic Health Record**
- **Quantum Electronic Prescribing**
- **Quantum Practice Management (PM)**
- **Quantum Revenue Cycle Management (RCM)**

Customers who currently use **CompuGroup Medical (CGM)**, **Kareo**, or **PracticeSuite** for their Quantum PM or RCM solutions are required to contact them directly to continue using their respective solutions and are required to select another EHR and ePrescribing solution. Affected customers are free to select a provider of their choice or can discuss options with their current white-label partner.

Selecting a PM or RCM solution other than the one currently provided to your practice as Quantum PM or RCM, may result in fees to transfer data. These vendors are committed to providing a smooth transition to avoid any disruptions.

### Which products are not impacted by this decision?

Quest products **not impacted** by the decision include:

- **Quantum eLabs**
- **Quantum Lab Services Manager**
- **Quantum Enterprise Content Solutions**

We remain committed to these services and hope you will leverage Quest as a lab solutions provider through **Quantum Lab Services Manager** via an interface with your new EHR platform, which will ensure your lab ordering process remains uninterrupted.

### How can I learn more about Quantum Lab Services Manager?

You can learn more by [visiting our website](#), and can even start the enrollment process by [completing this form](#).

### Will Quantum EHR remain certified for MACRA/MIPS reporting?

Quantum EHR will remain **certified for quality reporting** through the **2023 reporting period**, and we will work with customers on their quality reporting needs.

### What are the data completeness requirements for MACRA/MIPS reporting?

When a provider is reporting their quality measures, they are required to meet the data completeness criteria. This means that 70% of a clinician's patients that meet a measure's denominator criteria across all payers for the performance period are included in the report. As the performance period is January 1 to December 31, providers want to ensure that they are documenting at least 70% of their patients for the year in a single EHR. If a provider has less than 70% of their patients documented in a single EHR, they will need to aggregate, or combine the data from both EHRs.

When completing a data submission, a provider submits only one report for their quality and promoting interoperability measures. The quality measures must be submitted in a QRDA format. Therefore, if a provider has multiple QRDA reports from multiple EHRs during a year, those QRDA reports will need to be combined. This can be done by a third-party aggregator which can be found by searching online.

Ideally, Quantum EHR clients will receive a complete database file of their EHR records to import into their new EHR, allowing the data to align for reporting out of their new EHR for an entire year. Please reference the [MIPS guide](#) for more information on submitting quality measures data based on your submission and collection types. Page 28 provides a useful table.

### Will I be charged early termination fees?

**No early termination fees** will be assessed for discontinuing the use of **Quantum EHR** or **Quantum ePrescribing**.

### Will I be charged data extraction fees?

Our Quest team is here to support your transition to a new EHR and will provide one EHR data extract at **no additional charge** from Quest. If your new EHR vendor requests additional data extracts, please contact your account manager.

### What is the process for data extraction?

After the data extract has been initiated, it enters a support queue and takes about a week to 10 days to complete. The extract file is sent to the customer by the Quest Support team via secure email.

It is suggested that customers advise when the practice is finished entering data into Quantum EHR (**exact day**) for precise timing of the data extraction. It is also a good idea for customers to completely import the data into the new EHR before December 31, 2023 so MIPS reports can be generated out of the new EHR for 2023 reporting. If the data is not in the new EHR system, it will be a multi-step process to complete reporting. It is ideal to understand the timing for importing data into the new EHR and the timeline needed for the import process (ie how long does the new EHR require to import data?).

Note that it can take 1 to 10 days to extract the data depending on the amount of data in your system. Data entered after your requested extraction date will not be included. Please be prepared during this time to back up any records that may be entered into Quantum EHR by printing or saving the records, entering the data into the new system, or by using paper records until the import process is completed.

## What are the options for retrieving or accessing patient data?

Option	Outcome
<p><b>Data extraction export</b> Example use case</p> <p>Provider wants to take the most data possible from Quatum EHR to store or provide to new EHR.</p>	<ul style="list-style-type: none"> <li>• The export provides the most data from Quatum EHR</li> <li>• Data is in a Microsoft Access Database format, which may require technical knowledge to utilize; data must be uploaded directly into another EHR in order to interpret</li> <li>• Data will be made available to client and new vendor</li> </ul>
<p><b>Export CCDAs</b> Example use cases</p> <p>Provider wants high-level patient summaries to store.</p> <p>Provider wants to upload CCDAs to new EHR.</p> <p>Data determined by ONC requirements; data evolving as ONC defines each year's new data inclusion requirements.</p>	<ul style="list-style-type: none"> <li>• Fields such as Problems, Medications, Allergies, and Demographics can be incorporated into another EHR</li> <li>• Exported data aligns with the requirements of the 21st Century CURES Act and the United States Core Data for Interoperability (USCDI)</li> <li>• This export is performed by a Delegated Admin at your practice prior to opt-out. Refer to <a href="#">QuickStart</a> for more information</li> </ul>
<p><b>Export QRDA 1s</b> Example use case</p> <p>For practices that are migrating to another EHR and need to maintain their ability to perform quality reporting.</p>	<ul style="list-style-type: none"> <li>• Patient data applies to Quatum EHR clinical quality measures</li> <li>• Ingestion of the data into another EHR can vary, as the data is not directly incorporated into the fields in the patient summary</li> <li>• This export can be performed by a Delegated Admin at your practice prior to opt-out</li> </ul> <p>Note: If you have attested to a Quality Payment Program (QPP) or are in the middle of a QPP measurement period, you will want to extract/print this information to support future reporting.</p>
<p><b>Demographic data export</b> Example use case</p> <p>Practice needs basic patient demographic information for building their new database.</p>	<ul style="list-style-type: none"> <li>• Includes Name, Address, Phone Number, Gender, DOB, Patient Account Number, etc</li> <li>• In addition to basic demographics, we also provide Last Encounter Date and Provider</li> <li>• Provided in a .xlsx or .csv format</li> <li>• Can be requested directly from support</li> </ul>
<p><b>Read-only</b> Example use cases</p> <p>Practice is closing and wishes to fulfill records requests for patients.</p> <p>Practice is opting out, but new EHR is not ready for record import.</p> <p>Practice is sold and new staff/provider will move records to another Quatum EHR organization or will retrieve records as needed for patients who see new provider.</p>	<ul style="list-style-type: none"> <li>• Option to retain read-only view of clinical patient information in Quatum EHR</li> <li>• Associated fees vary based on contractual term</li> <li>• <b>Read only is available only through December 31, 2023</b></li> </ul>

### **Can I continue to use Quest as my lab solution?**

Yes. We encourage you to leverage our newest lab solution, **Quantum Lab Services Manager**. In doing so, we will ensure your lab ordering process remains uninterrupted. Our team is here to support you through the transition. You can learn more by [visiting our website](#), and can even start the enrollment process by [completing this form](#).

You can also request a Quest interface to your new EHR provider [here](#).

### **Have other vendors been able to accept Quantum EHR data?**

Below is a listing of certified EHR developers to which Quantum EHR has provided patient data. This listing will be updated throughout 2023. Additionally, Quantum EHR expects that we will be able to provide data to any certified EHR product that complies with ONC 2015 CURES Edition as defined by the interoperability requirements of ONC.

Customers are advised to confirm that a potential replacement EHR for Quantum EHR is a fully certified electronic health record solution that complies with all interoperability requirements. The Office of the National Coordinator for Health Information Technology (ONC) published a helpful article for reference: <https://www.healthit.gov/faq/how-do-i-select-vendor>.

[AdvancedMD](#)

[athenahealth](#)

[CompuGroup Medical \(CGM\)](#)

[eClinicalWorks](#)

[Elation Health](#)

[Greenway Health](#)

[Kareo](#)

[NextGen Healthcare](#)

[PracticeSuite](#)

[Veradigm \(Allscripts\)](#)

[Veradigm \(Practice Fusion\)](#)

### **Does Quest Diagnostics offer an archival solution?**

Quest does not offer an archival solution. Below is a listing of potential archival solutions in the market, although not an exhaustive list.

[Elkay](#)

[Harmony Healthcare IT](#)

[Morgan Records](#)

[Triyam](#)

### **Are there other ePrescribing vendors in the market?**

Below is a listing of potential ePrescribing solutions in the market, although not an exhaustive list.

[DrFirst](#)

[MDToolbox](#)

[Practice Fusion](#)

[Veradigm](#)

## How will Quest exiting the ambulatory segment impact its work in other segments?

We remain committed to other aspects of healthcare information technology. By exiting the ambulatory segment, we hope to double our commitment to the important and growing area of health systems. By consolidating our efforts, we remain strategic in the allocation of our resources to provide the best solutions to our customers.

## Whom can I contact for more information?

Our team at Quest is here to assist you with any questions you may have. For support-related questions, please contact our **Support Team** at **1.800.697.9302, option 1,2,2**. For all other questions, please contact your **Account Manager** directly (refer to map).

As you plan your transition and data extraction milestones, please connect with us to share your timeline and progress. We are here to support you.

### Account Manager territory map:

- Allison Ellis**  
1.513.204.2682  
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- Bridget Howard**  
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- Carolyn Gruber**  
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