

The online Test Directory is your personal guide to quickly and confidently locate the Quest Diagnostics test information you need. More than a simple search engine, the Test Directory offers tools and education to help you determine the right test for your patient and streamline access to relevant test information.

The following are answers to some common questions.

Q: What is the online Test Directory?

A: The online Test Directory is a new tool for searching our menu of test offerings and educational content. It replaces the Test Center as the central point for online access to test information.

Q: How does it help me find the tests I need?

A: Advanced filtering tools enable you to more confidently find appropriate tests by prioritizing the most relevant results. We've added the ability to filter by account number, zip code, specialty, and test category. New features like auto-complete enable you to quickly narrow down thousands of tests in a few clicks and easily refine your search criteria. A comparison mode lets you see two or three tests side-by-side, and can be shared with colleagues to reach a decision.

The Search Strength indicator assures that you're looking at the most relevant results for your testing objective based on the information you provide in Test Directory. For instance, if you entered a single search term or test code without supplying an account/Service Area, the indicator indicates the lowest strength – as we don't have much detail about what you're looking for, or where you will be sending your sample – since tests and test order codes can vary by Service Area. As you tell us more, the Search Strength indicator increases. Of course, your search may return

the most relevant result regardless of search strength, but the new indicator, with complete information, can provide strong confirmation.

Q: What if I need more guidance?

A: Test guide documents such as test summary, clinical focus, white papers, reference manuals, and algorithms that result back as part of your search help you learn more about the tests we offer and make informed decisions on test selection. In addition, our staff of medical experts are on call, and you can consult with one of the most experienced clinical diagnostics teams in the industry to help with your specific objectives – use the link on the Test Directory main home page to learn more.

Q: Do I need an account number to search?

A: No, not to search -- just enter a search term, and click on a test, test guide, or algorithm in any of the returned results. When viewing the details of a test, we may indicate that you need to specify the Service Area, as certain test information will vary based on which Service Area will process the test sample.

Also some test order codes vary by Service Area, or are not offered in all locations, so pay special attention to any ordering note you see. Therefore, when you provide us with your account, we can return more specific test offerings and information tailored for you. Enter it along with the billing zip code on file for your account. If you don't have the information handy, or if you are a new customer, you can search for the Service Area that will process your order by simply entering your office zip code.

Q: Do I need to know the zip code of my lab to get specific information about the test I want to order from that lab?

A: No, the zip code you enter (especially with an account number) should be of the billing location representing the business address we have on file for you. We use this simply to narrow down to a shortlist of Service Areas which have labs that process orders for customers in the zip code you entered. If you don't see the one you're looking for, tap SHOW ALL to see all Service Areas after entering your office (or really any) zip code.

Your lab might be one of several in a given Service Area, and you'll see each lab's city and state listed. The test information presented after you identify your Service Area is applicable to all labs that are part of that Service Area.

Q: Will the site remember my Service Area/account?

Yes, if your browser has Cookies enabled, we will remember any Service Area information you provided. If Cookies are disabled, you are browsing "Incognito," or your computer session is virtual and does not retain your Cookies after logout, you will need to specify a Service Area with each browsing session when needed. Contact your local IT helpdesk if you are finding that the Test Directory is not saving the Service Area(s) you have specified to determine the options available within your IT organization.

Q: I know you offer a particular test, why am I not finding it?

A: Certain tests that your practice may order may be custom or otherwise deemed to be a limited offering, and may not come back in a search, even if you provided your account number. As a public directory or catalog, we focus Test Directory on those general and advanced diagnostic test offerings that are nationally available. We limit the tests you can search to

- Our nationally standardized test offerings and test codes
- Tests you can find only by entering the test code, provided by your lab or sales rep
- Tests specific to a Service Area, if you specify one before your search

The breadth of our test offerings is very wide, and we can most certainly advise to your specific situation. If you're not seeing what you are looking for, contact us (see below).

Q: When I search for a test, I see it now gives me the test code. Can I just order it?

A: If you have specified the Service Area representing the lab that will process your order prior to searching a test, absolutely. It's always best to click the test and review the detailed test information to confirm specific ordering instructions, as test offerings and test order codes may vary by Service Area.

Q: How can I know if a test has changed or if it will change in the future?

A: You can link right to IntelliTest Manager™ via the link on the Test Directory main home page. If you have provided your account information in Test Directory, it will take you to an area where you can access new test information, test updates, and changes based on your specific account.

Q: Where do I go for additional questions?

A: You have a few options.

- Visit [QuestDiagnostics.com/AboutTheTestDirectory](https://questdiagnostics.com/AboutTheTestDirectory)
- Contact your sales representative for more information
- Contact us at [QuestDiagnostics.com/home/contact.html](https://questdiagnostics.com/home/contact.html)
- Consult with a medical and scientific expert at [QuestDiagnostics.com/home/physicians/professional-consult.html](https://questdiagnostics.com/home/physicians/professional-consult.html)
- For support and to provide feedback on the Test Directory web application, email the product team at testdirectoryfeedback@questdiagnostics.com