



# 1.866.MYQUEST

A new and improved customer experience

Getting in touch with Quest Diagnostics is easier than ever. With our new, voice-activated system, pressing buttons is a thing of the past. Just state the reason for your call and you will be automatically connected to the right representative.

## How it works

- 1 Dial 1.866.MYQUEST (1.866.697.8378)
- 2 Once you hear “If you know your party’s extension,” simply state the reason for your call. For example, you can say, “Test results,” “Supplies,” “Consult,” etc. (See box for more phrases you can use.)
- 3 Provide the caller identification requested and you will be instantly connected to the appropriate representative

## Connect with us online at QuestConnect.com

Getting what you need is fastest and easiest online with QuestConnect. No username or password required.

- Request test results be faxed to you
- Track a specimen
- Add or cancel a test
- Order supplies

1.866.MYQUEST (1.866.697.8378) is a national phone number that routes calls to Quest Diagnostics locations based on the caller’s area code and service need. To ensure proper routing, callers using a mobile phone or calling from a toll-free number will be asked to enter the 10-digit office phone number associated with their Quest accounts.

Reason for your call	Phrase to use
Speak with a physician:	“Consultation”
Speak with an anatomic pathologist:	“Pathology”
Physician page callback:	“Doctor callback” or “Returning a page”
Test results:	“Test results”
Request test results be faxed to you:	“Fax results” or “Fax test results”
Test information	“Testing information” or “Test information”
Pricing	“Question about pricing” or “I need to know how much a test costs”
Request supplies:	“Supplies”
Logistics/test pickup issues:	“I want a pickup” or “Stat pickup” or “Cancel a pickup”
Billing issues:	“Calling about a bill” or “Billing”

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