

## Ensure priority care for your patients **by encouraging appointments**



### **When your patients need lab testing from Quest Diagnostics, remind them to make an appointment before they arrive.**

Letting your patients know that appointments are prioritized over walk-ins can improve their experience. Here's what you and your patients need to KNOW:

- **Appointments are strongly encouraged.** Walk-ins may face a long waiting period and may be accommodated during the next available appointment opening, but cannot be guaranteed same-day service
- With an appointment, there is little to no wait time, so your patients can get in and out faster
- Appointments help guarantee they'll receive priority care in a safe environment at a convenient time
- If waiting is necessary, patients can choose to wait outside with Quest's mobile check-in and receive a text alert when it is their turn. They can also stay in our waiting rooms, which require face masks and are set up for social distancing

With over 2,250 Patient Service Centers across the country, Quest makes it easy and convenient for your patients to schedule the lab testing they need:

 **[QuestDiagnostics.com/Appointment](https://QuestDiagnostics.com/Appointment)**

 **MyQuest™ mobile app**

 **1.888.277.8772**



For additional information on Quest Diagnostics COVID-19 testing, please visit **[QuestDiagnostics.com/COVID19](https://QuestDiagnostics.com/COVID19)**