

Why is Quest sunsetting its Quantum Practice Solutions business?

Consolidation of independent physician practices is changing the way physicians provide care and utilize our solutions. As such, Quest is sunsetting 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 prior to 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.

What Quest solutions and services are impacted by the decision to sunset 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 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.

What products are not impacted by this decision?

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.

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. Additional information will be forthcoming.

Will I be charged early termination fees?

No early termination fees will be assessed for discontinuing 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/or extract your data at no additional charge from Quest.

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.

What if I am using a practice management or revenue cycle management solution through Quest? Do I need to find a new vendor?

If you are using an existing PM or RCM solution you contracted for with Quest, you can continue to work directly with the vendor providing the existing solution: CompuGroup Medical (CGM), Kareo, or PracticeSuite.

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, it is our 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.

Who 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).

