

Quest Diagnostics

Appointment Scheduling

Click 1 of the categories below, or use *Search by keyword* (above), to find answers to frequently asked questions.

Please be aware that when you visit one of our Quest Patient Service Centers:

- Scheduled appointments are strongly encouraged and will receive priority. Please arrive and check in 10 minutes before your appointment time. If you check in more than 10 minutes late for your appointment, you will be served as a walk-in.
- If you walk in, you will have to wait for the next available opening.

General Questions—Before Your Visit

What do I need to know before I arrive at a Quest Patient Service Center?

What do I need to know for my visit?

Do you have special holiday hours?

Do you accept walk-ins?

Do I need an appointment for sample drop-off?

Can someone else drop off a sample for me?

Should I be fasting?

How long should I plan to be at a Quest Patient Service Center?

Can my son/daughter come without me?

Can someone watch my child for me while my sample is collected?

What should I do for employment drug screening? Where can I go for information?

What should I know about glucose tolerance testing?

My doctor told me they would send over an order. Do you have it?

Why did my doctor order these specific tests?

Quest Accounts

Why do I need a Quest Account?

Can minors create a Quest Account?

Is the information in my Quest Account secure?

Once I create a Quest Account, are there any additional steps to complete the process?

I have not received an email to confirm my Quest Account. What should I do?

How can I cancel my Quest Account?

Scheduling Appointments

Why do I need to schedule an appointment?

Can I make one appointment for multiple tests?

Can I schedule a Quest Mobile™ appointment in my area?

Can I have someone come to my house or place of business to collect a sample?

Where can I find out more information about getting my sample collected at home?

Do I need a copy of my lab order to schedule an appointment?

Can I create an appointment for a family member?

I scheduled an appointment for my child. Can my child go to the appointment without me?

Why do I need to indicate my reason for visiting? And how do I know which option to choose?

I purchased lab tests from Life Time®. How do I schedule an appointment?

I purchased lab tests from Quest. How do I schedule an appointment?

Why can't I find the Quest Patient Service Center I normally use?

I use the same Quest Patient Service Center each time I need a test. How can I make one preferred (or a favorite)?

I've scheduled an appointment. How do I reschedule or cancel it?

Do you send out appointment reminders or notifications?

Personal information

Why do you need my personal information?

What happens with my personal information?

Why are you asking for personal information such as gender identity?

Do I have to provide personal information such as race, ethnicity, gender identity, or sexual orientation?

Preregistration and Identity Verification

I received an email asking me to preregister for my appointment. Why do I have to verify my identity?

I received an email asking me to preregister for my appointment, but when I tried to verify my identity, it says I am locked out. What do I do now?

Preregistration and Insurance

What is preregistration, and why do I want to do it?

Why do you need my insurance information?

What do I do if I don't know my insurance information or if I don't have my insurance card with me?

What is QuestSelect™ and how do I know if I have it?

What information do you need from my insurance card?

How do I know if I am the primary insurance holder?

I am not the primary insurance holder. How do I know what my relationship to the primary insurance holder is?

I'm not seeing my insurance plan as an option when I put in my insurance information. What should I do?

Why does it say that I have an estimated out-of-pocket cost? Doesn't my insurance cover lab testing?

General Questions—What to Expect During your Visit

What should I bring to my appointment?

How do I check in when I arrive?

What if I am running late and I miss my appointment time?

What if I have an outstanding bill?

Lab Results—After your Visit

How soon after my visit will my doctor receive my lab test results?

When can I get my lab test results?

How do I access my lab test results?

What do I do if I am missing results in MyQuest? Can I request them?

Billing—After your Visit

Will you accept a secondary insurance?

Additional Resources (Do you still have questions?)

QuickReference Guides and Video Tutorials

How else can I get help?

How can I speak with someone?

Is there a way to email someone for help?