When Quest Diagnostics Health & Wellness clients do not wish to provide physician oversight for wellness screenings through their own Medical Directors, this critical service can be delivered by PWNHealth, a Quest Diagnostics authorized physician oversight provider. The PWNHealth network consists of more than 200 credentialed, licensed, and board-certified physicians who reside and practice in each of the 50 U.S. states, the District of Columbia, and Puerto Rico. The physician network is comprised of doctors with board certification in the primary care specialties.

How does PWNHealth work with Quest Diagnostics?
PWNHealth's nationwide physician network authorizes the Health & Wellness lab testing process via protocols. The physicians review the requests, order the tests, review the results and oversee outbound communications to all participants with abnormal and critical results.

How does PWNHealth handle participant outreach for abnormal and critical results?
PWNHealth staff, acting under the guidance of the ordering physicians, makes all phone calls and sends all letters that are necessary for abnormal and critical values. In the event that a client wishes to have its medical staff handle this outreach service on its own, PWNHealth will work with the client to provide appropriate direction so that it can adhere to PWNHealth standards on participant outreach and provide PWNHealth with the appropriate documentation to confirm compliance.

How does physician oversight work?
PWNHealth ensures that an in-state physician oversees the lab test requisitioning, results review, and alerting of patients regarding any critical results. This is accomplished via a secure, Internet-based, HL7 data transfer interface and connectivity platform that is HIPAA-compliant. PWNHealth also provides compliance. This comprehensive approach to physician oversight, provided in partnership with PWNHealth and their physician network, sets the standard relative to wellness screenings in the employer channel and further provides an auditable "closed loop" data flow for compliance.

Our level of complete physician oversight, together with ongoing telephonic access to the physician network, sets the bar for quality in physician oversight.
Providing physician oversight for clients via the PWNHealth physician wellness network

Who sets the alert and critical values?
PWNHealth uses the critical values established by Quest Diagnostics for participant contact. These values have been reviewed and approved by the PWNHealth Medical Director, the medical advisory board, and the physician network. PWNHealth provides Quest Diagnostics with alert lab result values that, based on their Practice of Medicine guidelines, trigger participant follow-up contact. Quest Diagnostics has reviewed, accepted and published these alert triggers under contract guidelines with PWNHealth.

How quickly are calls made to participants?
Protocols drive the outreach process. If a lab test result is critical (e.g., lifethreatening), PWNHealth receives a call from Quest Diagnostics as soon as the result is available, and then PWNHealth calls the participant, regardless of the time of day. If a lab test result is NOT critical, but is an “alert” level abnormal result, (e.g., non life-threatening), the participant is called the next business day during normal business hours.

How many times does PWNHealth try to contact the participant?
PWNHealth staff will make three attempts, one per day, to contact a participant. After the third attempt, PWNHealth will mail a certified letter to the participant notifying them that they have alert level abnormal results and advising them to follow up with their primary care physician.

What is the context of the conversation between PWNHealth and the participant?
The PWNHealth staff member identifies him or herself as a representative at PWNHealth, calling to alert the participant of an urgent lab test result from their recent employer-sponsored Quest Diagnostics biometric wellness screening. The representative asks the participant if they would like to review the lab results from their recent blood draw. The PWNHealth representative then verifies the participant’s name and date of birth to validate their identity. PWNHealth conveys the results that are out of range and provides them the normal value ranges for context. The PWNHealth representative strongly advises the participant to take their results to their primary care physician for follow-up. PWNHealth does not diagnose or treat over the phone, nor do they discuss what an out-of-range value could mean.

May results be sent to a participant’s personal physician?
Yes. With a participant’s consent and PWNHealth’s physician’s authorization, Quest Diagnostics will fax the results to the physician identified by the participant. The participant would call the Quest Diagnostics Health & Wellness Service Center and request a copy of their results. The participant would then complete a form indicating this request, and the Quest Diagnostics Data Team would manage the reporting to the primary care physician.

For more information on PWNHealth call 1.800.654.7824 or visit QuestForHealth.com.