

URGENT ANNOUNCEMENT: Scammers Posing as Sonora Quest Representatives

Providers, Sonora Quest has received information that scammers may be posing as Sonora Quest representatives over the phone to gain patients' personal information by claiming they have COVID-19 test results.

Sonora Quest does not provide COVID-19 results or collect payment over the phone unless the call was initiated by the patient. Sonora Quest provides the patient results to the ordering provider for further discussion.

We encourage patients to obtain their test results by contacting their ordering physician or visiting www.sonoraquest.com/results and securely logging into their patient account. Providers can always refer patients to visit our website (<https://www.sonoraquest.com/coronavirus>) for more information on COVID-19 testing and results reporting. As always, everyone needs to be diligent before providing personal information to anyone over the phone.

Below are steps Sonora Quest Laboratories has taken to alert patients:

- An email will be sent next week to patients to alert them that scammers may be posing as Sonora Quest representatives over the phone claiming they have COVID-19 test results.
- Social Media posts will be placed on our Social Media platforms, as well as an alert message on our website <https://www.sonoraquest.com/>.
- Our employees will be educated on the situation in case patients call in with questions or concerns.