

Quest Diagnostics Incorporated

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March 22, 2012

Linda Bresnahan, M.S.
Director of Program Operations
Physician Health Services, Inc.
860 Winter Street
Waltham, MA 02451-1414

Dear Ms. Bresnahan:

On Friday, July 1, 2011, PHS faxed a letter to the Quest Diagnostics Patient Service Center at 1180 Beacon Street in Brookline, Massachusetts requesting a blood collection for PHS Participant #1310 for "Phosphatidyl Ethanol, USDTL Test Code PEthStat." The letter clarified that the test required 5 ml of whole blood to be collected in a purple, gray or green top tube. The letter requested that the test code be written on the chain of custody form and recommended that a copy of the fax be sent along with the chain of custody form to the address listed on the fax. The address on the fax was for United States Drug Testing Laboratory (USDTL). The collector was unfamiliar with collecting blood samples for PHS and did not have a chain of custody form designed for blood tubes. The collector used the faxed letter request, which included the test code and the collection information, as the chain of custody form. The collector did collect the blood in the specified tube. The collector, in the presence of Participant #1310, wrote the donor ID number (1310) on the blood tube. The collector then wrote on the bottom of the faxed letter "Pt. Signature" and indicated with an "X" where Participant #1310 should sign to confirm that the blood she collected was being placed in the specimen bag. The signed form was then placed in the specimen bag along with the labeled blood tube and the bag was sealed in the presence of the donor. The specimen was sent to Quest Diagnostics Clinical Laboratory in Cambridge, Massachusetts.

On Saturday, July 2, 2011, the sample arrived at the Quest Diagnostics Clinical Laboratory in Cambridge, Massachusetts. The bag arrived intact and sealed and was opened to be logged in as a clinical specimen. Upon opening the sample, the faxed letter request form was initialed, and bar codes were placed on both the faxed letter request and the blood tube to track the sample. Since the faxed letter specified a test that the Cambridge laboratory does not conduct (PEthStat) the laboratory placed a "hold" on the sample so that clarification could be obtained as to where the sample should be directed. Mailing instructions were subsequently confirmed, and on July 7, 2011, the labeled sample was sent to USDTL along with the faxed letter request.

Sincerely,

A handwritten signature in black ink, appearing to read "Nina C. Hobin".

Nina C. Hobin
Compliance Officer, New England