

Media Kit

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Need to get in touch with a media contact? On a tight deadline or fact-checking? Here is a brief overview of Sonora Quest Laboratories:

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**All facts and figures as of March 2023, unless otherwise noted.*

About Sonora Quest Laboratories

Sonora Quest Laboratories, a subsidiary of Laboratory Sciences of Arizona, is a joint venture between Banner Health and Quest Diagnostics (NYSE: DGX), which makes up one of the nation's largest integrated laboratory systems. With approximately 3,800 employees, Sonora Quest Laboratories is the market share leader in clinical laboratory testing in Arizona, performing more than 97 million diagnostic tests per year.

Ninety-five percent of all testing is performed at the primary testing facilities located in Phoenix, Tucson, Flagstaff, Prescott, and Yuma. Sonora Quest Laboratories is accredited by the College of American Pathologists (CAP), which is the gold standard in laboratory accreditation, helping ensure the highest standard of care for laboratory operations and the accuracy of test results.

Sonora Quest Laboratories offers a local comprehensive test menu that encompasses routine, molecular, prescription drug monitoring, genetic/genomic, women's health, and pathology testing services. Additionally, our My Lab ReQuest™ offering provides consumers with direct access to a diverse range of approximately 80 affordable screening tests that can be ordered online without a doctor's order at SonoraQuest.com or in any of Sonora Quest's more than 70 patient service centers across Arizona.

Sonora Quest Laboratories is more than a lab—we're focused on delivering data-driven insights to support our customers in improving health outcomes, lowering overall healthcare costs, providing quality laboratory services, and delivering an exceptional customer experience. As Arizona's leading provider of diagnostic testing and information, we proudly serve the entire continuum of healthcare and focus on innovation, quality, and collaboration to support the needs of our customers and the community.

Mission & Values

Mission:

- Drive exceptional customer value across the continuum of care

Vision:

- Be the trusted leader in diagnostic and information services

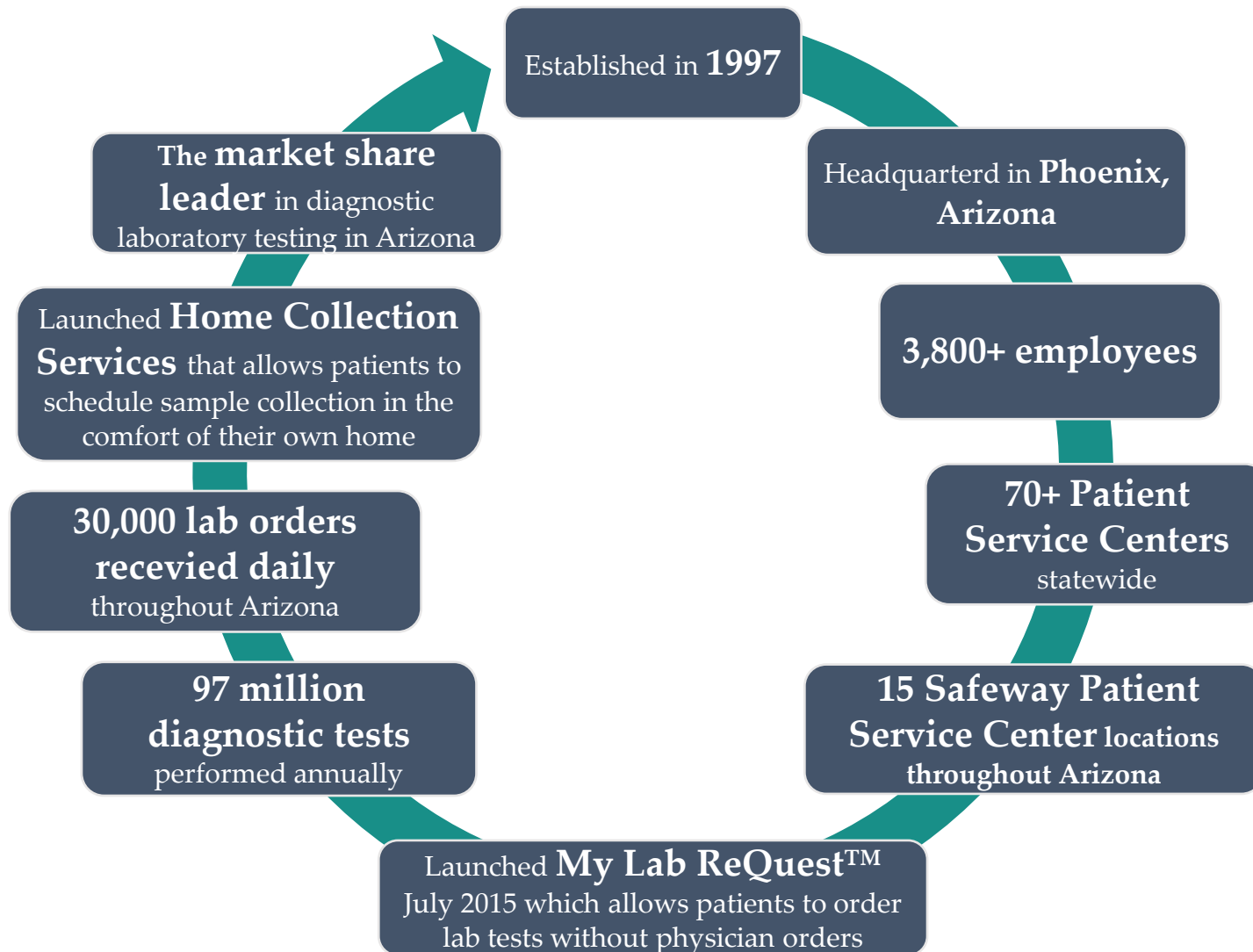
Values:

- **Accountability** – We are obligated and willing, as an organization and as individuals, to accept responsibility for our actions.
- **Collaboration** – We believe in teamwork and the limitless possibilities of collaborative energy. We achieve excellence by putting collective goals ahead of personal interests. We support and encourage open communication and meaningful cooperation among colleagues from varying backgrounds and disciplines. We respect individual differences, and we value diversity.
- **Compassion** – We are caring and respectful in our dealings with patients, customers, and each other.
- **Integrity** – Our behaviors exhibit the highest ethical standards and reflect our commitment to respect the dignity of those we serve and each other.
- **Quality** – This value is central to our success; the patient comes first in everything we do. Our passion is to provide every patient and every customer with services and products of uncompromising quality – error free, on time, every time.

Ethical Behaviors:

- Diverse | Honest | Inclusive | Respectful

Quick Facts



Patient Service Center Reach Statewide

We provide a network of **70+ Patient Service Centers** statewide, including 15 sites conveniently located in Safeway stores—right next to their pharmacy. Patient Service Centers focused on **pediatric care** are tailored to make pediatric patients feel more comfortable and relaxed when having their samples collected.

- Anthem
- Apache Junction
- Bullhead City
- Casa Grande
- Chandler
- Chino Valley
- Cottonwood
- Flagstaff
- Fountain Hills
- Gilbert
- Glendale
- Goodyear
- Green Valley
- Kingman
- Lake Havasu City
- Maricopa
- Mesa
- Oro Valley
- Payson
- Peoria
- Phoenix
- Prescott
- Prescott Valley
- Queen Creek
- Scottsdale
- Sedona
- Show Low
- Sierra Vista
- Sun City
- Sun City West
- Sun Lakes
- Surprise
- Tempe
- Tucson
- Yuma



Consumer Experience

My Lab ReQuest™:

Sonora Quest Laboratories offers My Lab ReQuest, a service that empowers consumers in Arizona to take control of their health by ordering certain lab tests on their own without a doctor's request or insurance. Sonora Quest's My Lab ReQuest menu provides consumers with affordably priced wellness screening tests as well as tests to monitor chronic conditions or diseases, allowing for an increased level of engagement in their personal health. An easy-to-use, secure experience on SonoraQuest.com offers consumers the ability to order their own tests, prepay and schedule their appointment. Learn more at www.MyLabReQuest.com.

Safeway Partnership:

In 2015, Sonora Quest Laboratories and Safeway partnered to open Patient Service Centers within select Safeway stores in Arizona. The full-service retail locations offer an exceptional patient experience with convenient lab testing services, access to the most accurate and up-to-date diagnostic capabilities, and a guest paging system so clinic visitors can shop while waiting for their time slot or appointment. There are currently 15 Sonora Quest Patient Service Centers in Safeway stores, and we continually explore the addition of new sites. View locations at www.SonoraQuest.com.

Home Collection Services:

In 2019, we began offering patients in Maricopa County the option to request mobile phlebotomy services in the comfort of their own homes or place of business for lab sample collection. In 2021, Sonora Quest partnered with Getlabs for home collection services in the Phoenix and Tucson metro areas for most routine blood tests on adult and pediatric patients. Mobile services are a great solution for homebound patients who may be unable to travel, as well as pediatric or special needs patients who may be more comfortable having a sample collection performed in the comfort and privacy of their own homes. In 2023, we launched our first home testing kits available through My Lab ReQuest that allow patients to self-order and collect their own samples for either colorectal cancer screenings or measuring hemoglobin A1c (blood sugar). Learn more at www.SonoraQuest.com.

Payment Solutions:

At Sonora Quest Laboratories, we are committed to the health and well-being of our patients and want to make sure they can receive the care they need when they need it—without financial concerns standing in their way. That's why we have partnered with CarePayment to make affordable financing solutions available to our patients who need help paying their medical bills over time. Learn more at www.SonoraQuest.com/CarePayment. Additionally, we offer Discounted Pay at Time-of-Service Rates, which is the maximum price that a patient would pay for the specified laboratory services regardless of insurance status, if paid directly by the patient at the time of service. Learn more at www.SonoraQuest.com/Discount.

Senior Leadership Team

David A. Dexter, President & Chief Executive Officer

David A. Dexter is the General Manager, Joint Ventures, for the Quest Diagnostics Operations in Arizona, serving as President & CEO for Sonora Quest Laboratories LLC (SQL), a joint venture between Quest Diagnostics (a Fortune 500 company) and Banner Health (the largest non-secular health delivery system in the US), and as President & CEO for Laboratory Sciences of Arizona LLC (LSA), which provides management oversight and strategic direction for hospital, rapid response, and commercial laboratories that support Banner Health Hospitals, Academic Medical Centers and Cancer Centers across the state of Arizona and five western states (California, Colorado, Nebraska, Nevada, and Wyoming). He assumed the role in December 1999.



Dexter has nearly 30 years of senior leadership experience, eight years as a VP/GM, and the past 24 years as CEO for SQL & LSA. As CEO, Dexter leads an integrated laboratory network focused on serving the entire healthcare continuum from inpatient, outpatient, and outreach to direct-to-consumer testing. The SQL/LSA vision is to be recognized as the trusted leader in diagnostic testing and information services, receiving a number of industry and corporate leadership awards for his vision:

- 2022 *BestCompaniesAZ*, '100 Best Arizona Companies Best of the Stars'
- 2021 *AZ Big Media*, Top 5 Bioscience Arizona Business Leaders
- 2020 *Arizona Capitol Times*, Top 3 Technology Leaders in Arizona
- 2019 *AZ Big Media*, AZ Business Leaders
- 2019 *Beyond Exclamation*, 10 Most Transformational Leaders in Business

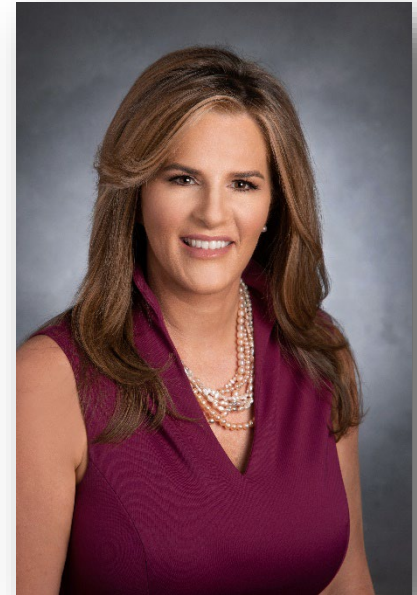
Dexter is a certified Six Sigma Green Belt and an active member of the community, serving on various boards such as Executives for Health Innovation Leadership Council, the Arizona Chamber of Commerce and Industry Board of Directors, the AZBio (Arizona Bioindustry Association) Board of Directors, Greater Phoenix Leadership Health Sector Task Force. Dexter also serves on the JDRF Board of Chancellors and is the chairman of the American Cancer Society's CEOs Against Cancer (Arizona) and a member of the CEOs Against Cancer Executive Circle (national), earning him the St. George National Volunteer Award for his service in achieving the American Cancer Society's mission.

Christina Noble, Chief Growth Officer

As Chief Growth Officer for Sonora Quest Laboratories LLC (SQL), Christina Noble, CFP® CSSGB, leads the growth and customer organization across the Enterprise Integrated Network, fostering sustained year-over-year growth, Net Promoter Scores, commercial customer retention, and a culture of award-winning innovation. Her responsibilities encompass Innovation Center of Excellence oversight and strategy, profit and loss responsibility for 70+ Patient Service Center clinics, revenue growth and retention, health plan and accountable care organization relationship management, marketing, and public relations strategy, as well as Population Health Solutions development and monetization.

Noble's passion for an exceptional customer experience, as well as value-based growth, has led to the transformation of Sales/Marketing and Patient Services to form a customer-focused, innovative team of nearly 1,000 professionals. Collectively, the team manages nearly 10,000 physician practice customers and has responsibility for 6,000 patient engagements per day. Noble also guides Sonora Quest Laboratories and Laboratory Sciences of Arizona's strategic management function in association with the Project Management Office. As a dynamic public speaker, Noble often represents Sonora Quest as a company spokesperson.

With nearly three decades of professional service, Noble has extensive financial management, information technology, and client relations experience in both personal and corporate sector financial planning. Outside of Sonora Quest, Noble is an active member of Women Business Leaders in Healthcare (WBL) and proudly serves as SLT champion for the American Heart Association's Go Red for Women® Phoenix chapter, Southwest Human Development, and Valleywise Health Foundation. As the 2021-2022 board chair for the Greater Phoenix Chamber of Commerce, Noble focused on the continued recovery of the Greater Phoenix business community following the COVID-19 pandemic. She also prioritized the growth of the Chamber's Diversity & Inclusion initiative by providing insights and guidance to its work in public policy, economic development, growing the regional talent pool, and supporting local businesses. Noble was named by the Phoenix Business Journal as a 2023 Outstanding Women in Business.



Sonya Engle, SQL Chief Operating Officer

Sonya Engle moved to Arizona when she joined the organization in 2019, as the Chief Operating Officer for Sonora Quest Laboratories LLC, a joint venture between Quest Diagnostics Incorporated (a Fortune 500 company) and Banner Health (one of the largest non-secular health delivery systems in the US).

As Sonora Quest Laboratories' Chief Operating Officer, Engle is responsible for the operations of the College of American Pathologists (CAP)-accredited and Clinical Laboratory Improvement Amendments (CLIA)-certified high complexity, state-of-the-art clinical lab in Phoenix, which performs 97 million diagnostics tests annually. The laboratory's full testing menu includes Anatomic Pathology, Flow Cytometry, Genetics/Genomics, General Lab, Histology, Microbiology, Molecular, and Toxicology. She has an exceptional drive to achieve operational excellence, develop talent, and lead high-performing teams that deliver rapid growth, improved services, and innovation.

Engle brings more than 20 years of progressive responsibility to the healthcare industry. Holding a passion for creating excellence, Sonya guides results-driven and systems-thinking leadership designed to deliver improved customer experience. She carries a commitment to bringing year-over-year growth to the organization.

Dedicated to giving back and being a change champion, Engle serves as Area Board Chair of the American Cancer Society (ACS), advocating for cancer research, policy and legislative changes, funding for screening and essential services for Arizonians. In 2021, she was recognized by ASC as #1 Top Fundraising Superwoman Against Cancer to help save more lives. She also continues to serve on the Board of Directors for Henry Mayo Hospital in California.



Sonny Varadan, Chief Information Officer

Sonny Varadan, CHCIO, MBA, PMP, is an accomplished information services executive and thought leader with a passion for innovation and agility. He is organized and highly creative with proven capabilities in IT-led laboratory strategies.

Equipped with a strong software background in healthcare infrastructure and applications environments, Varadan has led the Information Technology & Services department as Chief Information Officer since 2018, for Sonora Quest Laboratories LLC (SQL) and Laboratory Sciences of Arizona LLC (LSA), which is one of the largest integrated joint venture laboratories in the US and the leading reference laboratory in the state of Arizona.

Prior to joining SQL/LSA's senior leadership team, he held senior IT positions leading information technology as well as providing strategic consulting for several large reference laboratories and health systems across the United States. Varadan is a certified Project Management Professional, and he received his Master of Business Administration from Indiana State University and bachelor's degree from the University of Madras.

Varadan is a certified Project Management Professional, and he received his Master of Business Administration from Indiana State University and bachelor's degree from the University of Madras. Throughout his tenure with SQL/LSA, Varadan has worked on several digital experience and transformation initiatives, lab information systems implementations, client connectivity solutions, and middleware systems.

He has served on the board of the Prostate On-site Project, helping raise awareness for men's health throughout Arizona. He is also on the advisory board of AZ Tech Council, Arizona CIO, and AZ Next, which is a workforce training accelerator for Next Generation IT jobs. In 2023, he was a finalist for the ORBIE® CIO of the Year Award and was appointed to the Board of Directors for Contexture, the Arizona and Colorado Health Information Exchange.



Dr. Regina Van Buren, Medical Director

Dr. Regina Van Buren is Sonora Quest Laboratories' medical director and a board-certified pathologist. She is an active member in the healthcare community, serving as Pathology Specialists of Arizona Executive Committee member, Clin-Path Associates Executive Committee member, and Laboratory Sciences of Arizona Anatomic Pathology Steering Committee member.

For more than 10 years, Dr. Van Buren has been instrumental in the laboratory industry as the medical director for major healthcare companies, including Banner Estrella Medical Center Laboratory and Abrazo Health.

Dr. Van Buren received her Bachelor of Science in Physiology from the University of Illinois and medical degree from Southern Illinois University School of Medicine. She completed residency in anatomic and clinical pathology as well as a cytopathology fellowship at the University of Wisconsin-Madison.

In 2019, she was selected as one of the Most Influential Women in Arizona Business by AZ Business Magazine.



Community Engagement

Sonora Quest Laboratories proudly supports a number of organizations that share our values and exhibit a commitment to ongoing research, education, and community assistance. We are committed to investing in the communities that we serve, and we utilize corporate giving, in-kind laboratory services, strategic partnerships, and employee volunteerism to do so collectively.

We are proud to invest in our communities by:

- Donating 1% of our operating income to key charities
- Providing in-kind, no-charge laboratory services to charities that serve the most vulnerable communities and underserved populations
- Actively supporting more than 40 charitable organizations and local charities through volunteer work and walks/run participation

Our community investment is ingrained within our company culture, and the enthusiasm to serve stems from the top. For example, every Sonora Quest Laboratories senior leadership team member serves on the board of a charitable organization that positively impacts our local communities. Whether it's organizing a walk team for the American Heart Association, donating prostate cancer screens with POP, or coordinating volunteer activities at the Salvation Army, we are committed to serving our patients and the community through an exceptional customer experience.

Furthermore, our Community Outreach Team presents volunteer opportunities to our 3,800+ employees. Learn more at www.SonoraQuest.com/Community.

Awards & Recognitions

100 Best Arizona Companies (2017, 2022)

- Awarded by BestCompaniesAZ

#1 Bioscience Company in Arizona (10 consecutive years: 2012 – 2021)

- Awarded by Ranking Arizona/AZ Big Media

Top 40 Most Admired Companies in Arizona (2010 – 2019, 2021)

- Leadership Excellence Spotlight Award in 2013
- Awarded by *Az Business Magazine* along with Best Companies AZ

Industry Leaders of Arizona (2019)

- Awarded by *AZ Business Magazine*
- 2018 finalist

Corporate Philanthropy Community Impact Recipient for Large Companies in Arizona (2017)

- Awarded by the *Phoenix Business Journal*

IMPACT Award – Exceptional Innovator, Large Business Category (2017)

- Awarded by the Greater Phoenix Chamber of Commerce

Best Places to Work in Arizona (2017; 2008 – 2014)

- Awarded by the *Phoenix Business Journal*

*This is a partial list. For more information, please visit: <https://www.sonoraquest.com/about/awards-and-recognitions/>

Contact Us

For more information, visit www.SonoraQuest.com.

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