

2022

Media Kit



Table of Contents

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

About Sonora Quest Laboratories.....	p. 2	Senior Leadership Team.....	p. 7-11
Mission & Values.....	p.3	Community Engagement.....	p. 12
Quick Facts.....	p. 4	Awards & Recognitions.....	p. 13
Patient Service Center Reach Statewide.....	p. 5	Media Contact.....	p. 14
Consumer Experience.....	p. 6		

**All facts and figures as of January 2022, unless otherwise noted.*

About Sonora Quest Laboratories

Sonora Quest Laboratories, a joint venture between Banner Health and Quest Diagnostics (NYSE: DGX), is part of the nation's largest integrated laboratory system with approximately 3,500 employees serving more than 33,000 patients every day throughout Arizona. Sonora Quest Laboratories is the market share leader in clinical laboratory testing in Arizona, performing more than 97 million diagnostic tests per year. Sonora Quest Laboratories offers a local comprehensive test menu which encompasses routine, molecular, prescription drug monitoring, genetic/genomic, women's health and pathology testing services.

My Lab ReQuest™ provides consumers direct access to a diverse range of affordable screening tests that can be ordered online at [SonoraQuest.com](https://www.SonoraQuest.com) or in any of Sonora Quest's more than 70 patient service centers across Arizona. 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 laboratories to maintain accuracy of test results and ensure accurate patient diagnosis. This accreditation ensures the highest standard of care for all laboratory patients as CAP inspectors examine laboratory operations.

Sonora Quest Laboratories is more than a lab—we're focused on delivering data-driven insights to support our customers in improving health outcomes, which lowers overall healthcare costs, providing quality laboratory services, and delivering an exceptional customer and patient 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

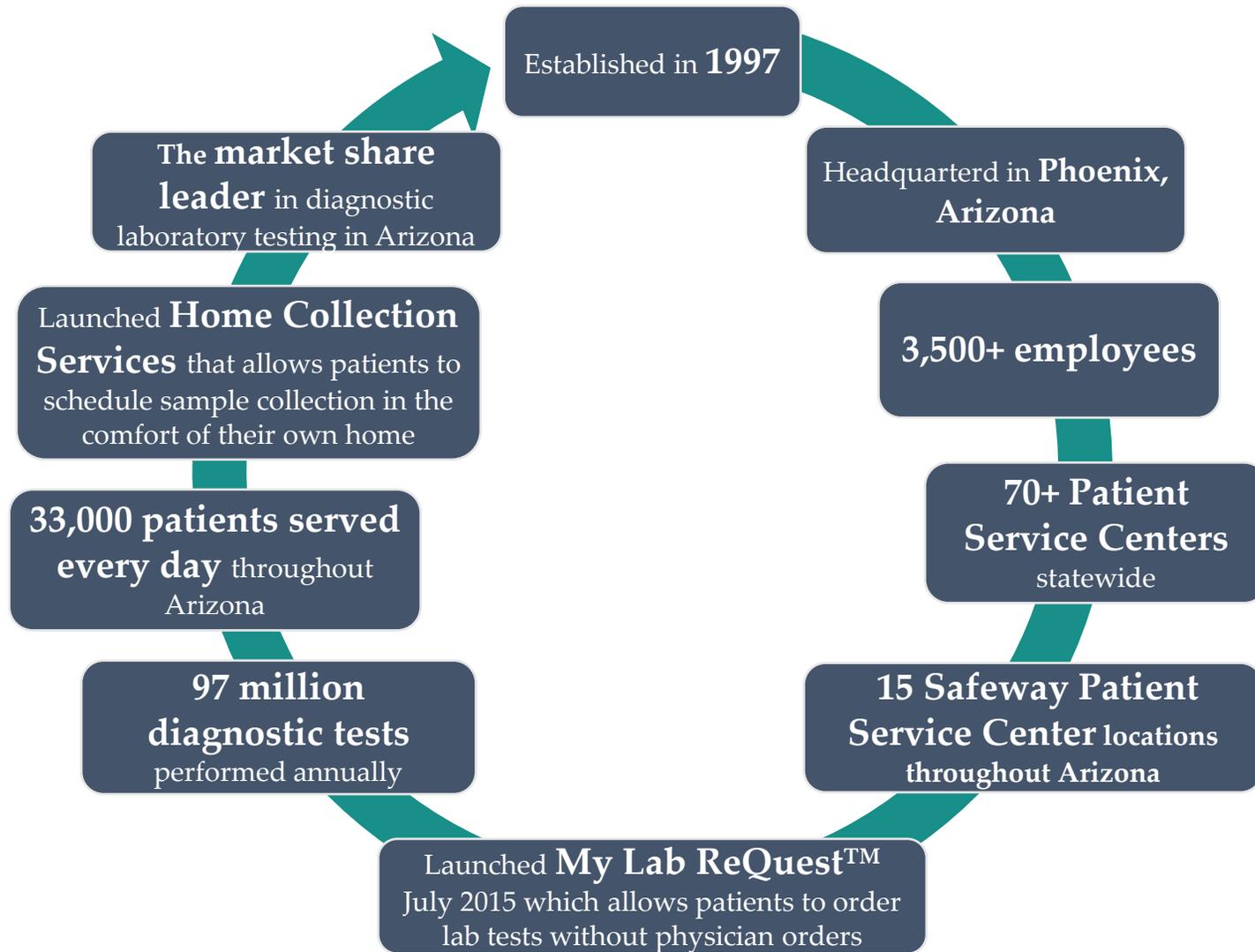
Values:

- **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:

- Honorable | Truthful | Fair | Decent

Quick Facts



Patient Service Center Reach Statewide

- 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 affordably priced wellness screening tests as well as tests to monitor chronic conditions or disease, 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 home or place of business for lab sample collection. Patients now have an option to select a time and location for Sonora Quest to come to them for sample collection as opposed to the traditional collection performed in Sonora Quest's Patient Service Centers. Mobile services are a great solution for homebound customers who may be unable to travel to a Patient Service Center, 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 home.

Payment Solutions:

At Sonora Quest Laboratories we are committed to the health and well-being of our patients, and want to make sure they are able to 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) an independently run joint venture between Quest Diagnostics (a Fortune 400 company) and Banner Health (the largest non-secular health delivery system in the U.S.) Dexter is also the president & CEO for Laboratory Sciences of Arizona, LLC (LSA) which provides oversight and strategic direction for 29 hospital, rapid response, and commercial laboratories supporting Banner Health Hospitals, Academic Medical Centers and Cancer Centers across the state of Arizona and 5 western states (CA, CO, NE, NV, and WY). He assumed the role in December 1999. As CEO, Dexter leads an integrated laboratory network focused on serving the entire continuum of healthcare 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. Under his leadership, Sonora Quest Laboratories has grown 5 x, serving as the market share leader in clinical laboratory testing in Arizona, performing more than 60 million diagnostic tests per year.



Dexter has over 25 years of senior leadership experience, eight years as a VP/GM, and the past 20 years as CEO for SQL & LSA. As a certified Six Sigma Green Belt and an active member of the community, he is the recipient of a number of industry and corporate leadership awards:

- 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
- 2015 Southwest Alliance for Excellence, 2015 Leadership Award
- 2014 G2 Intelligence, Public Service National Leadership Award for Business Innovation and Creativity
- 2009 *Phoenix Business Journal*, 25 Most Admired CEOs and Top-Level Executives
- 2008 Arizona Corporate Excellence Awards, CEO of the Year

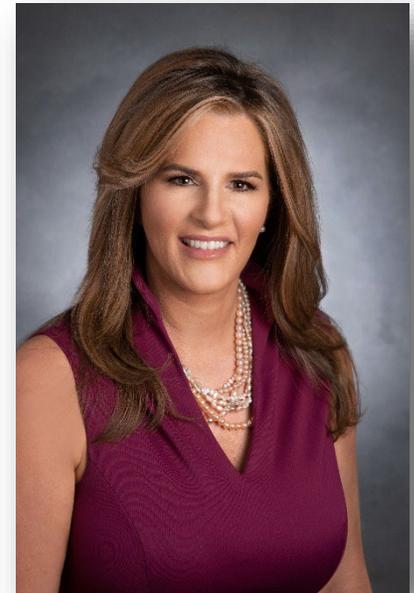
Dexter serves on the board and as board chair for Health Current (Arizona's Health Information Exchange), the National Leadership Council for eHealth Initiative, the board of chancellors for JDRC, the leadership council for the Arizona Diabetes Coalition, and the board of directors for the Arizona Chamber of Commerce and Industry. David is also a member of the American Cancer Society's CEOs Against Cancer.

Christina Noble, Chief Growth Officer

As Chief Growth Officer for Sonora Quest Laboratories and Laboratory Sciences of Arizona, Christina Noble leads the growth and customer organization across the Enterprise Integrated Network, fostering sustained year-over-year growth, world-class consumer Net Promoter Scores, commercial customer retention, and a culture of award-winning innovation. Her responsibilities encompass Office of Innovation oversight and strategy, guiding overall customer experience, 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.

Christina'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 900 professionals. Collectively, the team manages nearly 10,000 physician practice customers and has responsibility for 24,000 patient engagements per day. Christina 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, Christina often represents Sonora Quest on television and radio as well as meetings and conferences.

Prior to joining Sonora Quest Laboratories in 2012, she was the area vice president at CVS Health. In this role, Christina successfully managed a team of more than 50 colleagues nationally and oversaw budgets up to \$4 million annually. Additionally, she was tasked with managing and growing revenues in excess of \$1.1 billion with more than 150 clients located nationwide on three system platforms. Christina started her career in healthcare at Accenture where she led several national system integrations and change management projects for Fortune 500 companies.



With more than two decades of professional service, Christina has extensive financial management, information technology, and client relations experience in both personal financial planning as a Certified Financial Planner and in the corporate sector. Outside of Sonora Quest, she proudly serves on the executive leadership board of the American Heart Association's Go Red for Women® Phoenix chapter. As the 2021-2022 board chair for the Greater Phoenix Chamber of Commerce, Christina will focus on the continued recovery of the Greater Phoenix business community following the COVID-19 pandemic, along with prioritizing the growth of the Chamber's Diversity & Inclusion initiative providing insights and guidance to the Chamber's work in public policy, economic development, growing the regional talent pool, and supporting local businesses.

Christina holds a dual bachelor's degree in economics and international studies from Scripps College in Claremont, California. In 2010, she completed Boston University's prestigious financial planning certification program and went on to successfully secure her Certified Financial Planner Board of Standards Certification in 2011. In addition, Christina received her Six Sigma Green Belt Certification in 2017 and expects to earn MIT Sloan School of Management Certification in Strategy and Innovation in 2021.

Sonya Engle, Chief Operating Officer

As COO, Sonya's responsibilities include operations management and talent development, while focusing on motivating and leading a high-performance team to accommodate the rapid growth, services, and innovation at Sonora Quest. Her goal is to implement business operations and increase the effectiveness of all internal and external processes to continue fostering a customer-oriented, quality-focused environment within the company.

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

Dedicated to giving back and being a change maker, Sonya serves on the Board of Directors for American Cancer Society Southwest Region. She also continues to serve on the Board of Directors for Henry Mayo Hospital in California.



As a passionate leader, Sonya has participated in various speaking engagements:

- 2019 Upcoming SharpHeels panelists, female senior industries executives
- May 2019 University of California San Diego Rady School of Management, professional speaker program to MBA students
- May 2019 Junior League of San Diego, panelists to professional women in leadership
- February 2019 LeadHerShip conference

Sonya received her Bachelor of Science in Business Management from the University of Phoenix and has a background in biology. In her last role as Vice President and General Manager for a major laboratory in San Diego, Sonya directed laboratory testing for more than 40,000 patients per day, in addition to overseeing anatomic pathology and phlebotomy.

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

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 and cytopathology fellowship at the University of Wisconsin-Madison.



Sonny Varadan, Chief Information Officer

Sonny Varadan is Sonora Quest Laboratories' chief information officer. He assumed the role in August 2018, bringing with him decades of experience leading healthcare companies through the monumental opportunity shift technology has created. As CIO, Sonny melds operations and innovation, making it easier and more convenient for customers to navigate through their journey with Sonora Quest. Additionally, he is focused on implementing data analytics and machine learning processes to assist healthcare providers with population health management for improved patient outcomes.

Prior to joining Sonora Quest, Varadan spent much of his career leading information technology for companies, as well as providing strategic consulting for several leading health systems across the United States.

He is a certified Project Management Professional (PMP) and he received his MBA from Indiana State University and bachelor's degree from the University of Madras. Varadan recently became a CHIME Certified Healthcare CIO, one of the highest professional achievements in the industry.



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 collectively do so.

We are proud to invest in our communities by:

- Donating 1% of our operating income to key Arizona charities
- Providing in-kind, no charge laboratory services to charities which serve the most vulnerable communities and underserved populations
- Volunteering an average of 2,000 hours each year at a number of local charities

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, or coordinating volunteer activities, 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 3,500+ employees. Learn more at www.SonoraQuest.com/Community.

Awards & Recognitions

100 Best Arizona Companies (2017, 2022)

- Awarded by BestCompaniesAZ

#1 Bioscience Company in Arizona (Ten 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 on awards, please visit: <https://www.sonoraquest.com/about/awards-and-recognitions/>

Contact Us

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