

## Transitioning from Quest Integrated System (QIS) Spring 2021

As you know, our QIS system was a flagship method of providing clients like yourself with workforce drug test results and statuses for many years. Recently, we have transitioned most of our clients to our preferred platform, the Employer Solutions Portal (ESP). The transition to ESP will be complete this spring. Here is some important information to prepare you for what this final change will mean for you and your organization.

### **Q1 When will the QIS system shut down?**

**A1** Spring 2021. We have resources in place to help you through this final transition, to come onboard the ESP platform, and to facilitate a seamless system transition.

### **Q2 Why will QIS no longer be available?**

**A2** QIS served its purpose for our organization and helped our clients access reliable drug testing tracking technology. ESP takes those technologies and builds on them, while providing a more polished and consistent experience with you, the user, in mind. From custom widgets to a convenient collection site locator, and of course, the ability to order and review drug test statuses and results. ESP is superior to QIS in many ways.

That said, making the switch to a new portal involves implementation time, resources, communication, in many ways that the transfer of data and information can be time consuming.

### **Q3 Will I be able to see Custody and Control Form (CCF) images when transitioning to the ESP platform?**

**A3** Yes. Along with the ability to monitor drug test results and statuses, ESP offers images for all of your CCFs.

### **Q4 Who can I contact to discuss the transition to ESP?**

**A4** If you have not already been contacted, or do not already have a plan to transition to the ESP platform, please send an email to [clientinquiry@QuestDiagnostics.com](mailto:clientinquiry@QuestDiagnostics.com) with the following required information.

- Company name
- Account number(s)
- Username for QIS
- Phone number
- Email address

You may also contact us at **1.833.661.1208**. The same information listed above will be necessary to look up your account and discuss your transition to ESP.

For more information about the Employer Solutions Portal including training materials, videos, and other helpful information, visit [ESPresource.com](http://ESPresource.com).