

To: Max Fosque[mfosque@theranos.com]
From: Christian Holmes
Sent: Tue 7/29/2014 8:55:21 PM
Importance: Normal
Subject: Re: Patient requesting physician call regarding lab results
Received: Tue 7/29/2014 8:55:22 PM

What sunny just said - hope that makes sense. Basically have nishit look at the data and see if anything went wrong (identify the issue) then work with Elizabeth on scripting while sunny addresses root cause of any issue internally....

Sent from my iPhone

On Jul 29, 2014, at 1:34 PM, "Max Fosque" <mfosque@theranos.com> wrote:

What does this mean?

From: Elizabeth Holmes
Sent: Tuesday, July 29, 2014 1:34 PM
To: Max Fosque
Cc: Christian Holmes; Daniel Edlin; Sunny Balwani
Subject: RE: Patient requesting physician call regarding lab results

Max – need you to triage this, then come brief me on what happened. From there we'll decide who will call,

Elizabeth

From: Max Fosque
Sent: Tuesday, July 29, 2014 1:29 PM
To: Elizabeth Holmes
Cc: Christian Holmes; Daniel Edlin
Subject: FW: Patient requesting physician call regarding lab results

Hi Elizabeth,

Christian asked me to forward along results for this patient. Please let me know if I can help in any other way.

Thanks,

Max

From: Christian Holmes
Sent: Tuesday, July 29, 2014 1:03 PM
To: Max Fosque
Cc: Daniel Edlin
Subject: Fwd: Patient requesting physician call regarding lab results

Max - with dan and me out can you pull the results history for this patient on the InR he's asking about? Elizabeth wants to review then have someone call the patient / doc back.

Thanks

Sent from my iPhone

Begin forwarded message:

From: Amelia Aguirre <aaguirre@theranos.com>
Date: July 29, 2014 at 12:45:42 PM PDT
To: Christian Holmes <cholmes@theranos.com>
Cc: Daniel Edlin <dedlin@theranos.com>
Subject: Patient requesting physician call regarding lab results

Hi Christian,

I received a call from patient : He expressed that he does not believe our results were not accurate from his last visit and his physician agrees (not consistent with history).

He came to Theranos most recently on 7/22 and the results for INR were 0.9 - His physician sent him to Lab Corp 2 days later because he believed the lab results were "low" and his result at Lab Corp for INR was 3.1 (which patient says is more consistent with his history which is usually between 2.0 -3.0.

He currently has a standing order for PT/INR from Dr. Cesar Molina however, he does not want to continue to come to Theranos even though he has a standing order until we verify that our results are accurate –

His physician is aware that _____ would be calling us about the results and would like us to troubleshoot why the results were so different. I advised we would call Dr. _____ to discuss.

Mr. _____ has been to Theranos on the following dates: 07/22/14, 7/12/14, 05/24/14, 05/13/14.

Below is the information for Dr. _____ :

Heart and Vascular Associates

Dr.

Thank you,

Amy