

Bob Gordon

From: Elizabeth Holmes <eholmes@theranos.com>
Sent: Tuesday, September 25, 2012 10:03 PM
To: Steve Burd
Subject: RE: RE: Theranos Updates

I'll go through this and also loop in with the team.

What is the current working plan re: hiring?

The plan you and I are working through will obviously be our plan - we should map hiring onto it so there is no ambiguity there.

I appreciate your comment below re: engaging or not - we should engage and will.

Elizabeth

-----Original Message-----

From: Steve Burd [mailto:steve.burd3@safeway.com]
Sent: Tuesday, September 25, 2012 8:29 PM
To: Elizabeth Holmes
Subject: Fwd: Theranos Updates

I thought I would share with you what your team has communicated to Brian Hille (see attached). If the soft launch is likely to be as late as October 29, I need to know that now so I can slow down the hiring effort. I have always understood that something could get in our way, but this schedule has two weeks of finger stick and courier followed by two weeks of finger stick and on site processing.

It also looks like your lab work is all being sent to Utah, not UCSF and not being done on site. It is the only way it could possibly take 3 to 5 days. I realize this is a temporary process but we should be doing everything possible to simulate the future in store process. As currently described, with 3 to 5 days before results, this is a very bad patient experience. In hindsight, we should have created a wholly owned subsidiary with a different name to avoid tarnishing the Theranos brand. We will overcome this, because this is a completely controlled workforce whose CEO is prepared to dictate the lab they can use.

I firmly believe there are things we should be doing differently even in the short run. I am sure I don't have all the information you have, but given the small number of patients we could create a much better short term experience with little or no additional effort. It pains me not to do so.

I don't want to take your time to reinvent this temporary process, but I am more than willing to work with Christian and Nick. If you want me to engage, I will, if you want me to back off, I will.

I just know we can do better. Process is something we are very good at. Sorry to burden you with this.

What would you like to do?

Steve Burd

Begin forwarded message:

From: Brian Hille <Brian.Hille@safeway.com<mailto:Brian.Hille@safeway.com>>
Date: September 25, 2012 5:42:51 PM PDT
To: Steve Burd <steve.burd3@safeway.com<mailto:steve.burd3@safeway.com>>
Subject: Theranos Updates

Steve

I had a call with Christian and Nick, the following is how they believe the Healthpointe clinic should be operating and what the timeline looks like.

1. Healthpointe lab –

* Clinic staff should be promising results to MD's in 3-5 days. If a patient needs it sooner a call should be placed to the lab to see if results can be provided to meet the needs of the patient.

i. They are opposed to establish a process to determine promise time at the time of draw.

* If a patient calls inquiring about results being communicated to their MD's office, the clinic staff should contact the Theranos lab to determine if results have been communicated.

i. They do not believe a process to proactively report to clinic staff when results are communicated to MD offices is necessary.

* They anticipate the Safeway employed Certified Phlebotomy Technicians will be trained to conduct finger sticks within the next 2 weeks.

* Willing to look at changes to the language on the consent and release, they do not seem too concerned about the Theranos name being on the documents.

1. Timing –

* Healthpointe Clinic - Finger stick plus venous through the remainder of this week

* Healthpointe Clinic - Finger stick only with courier to Theranos lab for about 2 weeks

* Healthpointe Clinic - Deliver SPU and application around October 15th

i. According to our critical path, we would operate for 2 weeks at the Healthpointe clinic with SPU before soft launch. That puts the soft launch at October 29th.

If the timing they are communicating is accurate we should talk with Russ about adjusting the recruiting efforts.

Brian Hille, RPh
VP Wellness Services
Safeway Pharmacy Department
5918 Stoneridge Mall Rd.
Pleasanton, CA 94588
925-469-7695 Office
925-580-7023 Cell

"Email Firewall" made the following annotations.

Warning:

All e-mail sent to this address will be received by the corporate e-mail system, and is subject to archival and review by someone other than the recipient. This e-mail may contain proprietary information and is intended only for the use of the intended recipient(s). If the reader of this message is not the intended recipient(s), you are notified that you have received this message in error and that any review, dissemination, distribution or copying of this message is strictly prohibited. If you have received this message in error, please notify the sender immediately.

=====