

To: Max Fosque[mfosque@theranos.com]
Cc: Elizabeth Holmes[eholmes@theranos.com]; Christian Holmes[cholmes@theranos.com]; Daniel Edlin[dedlin@theranos.com]
From: Sunny Balwani
Sent: Thur 7/31/2014 6:06:36 AM
Importance: Normal
Subject: Re: Patient requesting physician call regarding lab results
Received: Thur 7/31/2014 6:06:37 AM

Adam can handle this. Give him all the data.

On Jul 30, 2014, at 10:37 PM, "Max Fosque" <mfosque@theranos.com> wrote:

The INR indications are derived from 3rd party literature. Adam did not know the source off the top of his head but can provide if necessary.

Nishit has noted that QC's were passed and no other abnormalities were observed that can be reported at this time. Additionally, he noted that he and Daniel discussed pulling historical INR results to investigate if they are trending low over the population of patients.

Should we have Adam call the doctor to discuss? Or take another course of action.

The diagnosis code associated with this patient's visit is 427.31 Atrial Fibrillation.

Thanks,

Max

From: Sunny Balwani
Sent: Tuesday, July 29, 2014 9:31 PM
To: Max Fosque; Elizabeth Holmes
Cc: Christian Holmes; Daniel Edlin
Subject: RE: Patient requesting physician call regarding lab results

if this patients results were consistently between 2 and 3 but on our platform are consistently between 1 and 2, then is it a matter of different reference range? or is the ref range same. did the other lab flag his PT high also every time?

From: Max Fosque
Sent: Tuesday, July 29, 2014 8:41 PM
To: Elizabeth Holmes
Cc: Christian Holmes; Daniel Edlin; Sunny Balwani
Subject: RE: Patient requesting physician call regarding lab results

Nishit and I checked the images and processing times; the former look good and all specimens were processed within the 36hr window.

Nishit is looking into the QC data and is touching base with Katy as well. I will keep you updated on both of those items.

Date of Collection (PST)	Result Name	Value	UOM	Accession #	Flag
05/13/2014	International Normalized Ratio (INR)"	1.2		73788	
05/13/2014	Prothrombin Time (PT)	14.9	seconds	73788	High
05/24/2014	International Normalized Ratio (INR)"	1.4		84592	
05/24/2014	Prothrombin Time (PT)	16.6	seconds	84592	High
07/12/2014	International Normalized Ratio (INR)"	1.7		89645	
07/12/2014	Prothrombin Time (PT)	20.9	seconds	89645	High

07/22/2014	International Normalized Ratio (INR)"	0.9	91107	
07/22/2014	Prothrombin Time (PT)	11.1	91107	Normal
				seconds

Note that we don't associate Flags with INR results, but below are the clinical indications. All 4 INR results would be considered "Low" given these indications.

Indication	Target INR
Most indications (eg pulmonary embolism prophylaxis):	2-3
High risk mechanical heart valves:	2.5-3.5
Recurrent systemic emboli:	2.5-3.5

Please let me know what else I can do to assist.

Thanks,

Max

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 [REDACTED]. 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 [REDACTED] 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. Molina to discuss.

[REDACTED] 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. Molina:

Heart and Vascular Associates

Dr. Cesar Molina



Thank you,

Amy