

From: Aleksandr Rabodzey
To: Brian Grossman; Vivek Khanna
CC: Sriram Balasuryan
Sent: 1/26/2014 10:22:30 AM
Subject: Theranos Test

- Did the test today. Was the first person to show up at WAG this morning and it still took them 31 min to do the test
- About 20 min spent to get the system loaded for the first time, check me in, get insurance, driver license, sign waivers, etc, another ~10 for the actual blood draw
- One issue right there is that the pharmacist who checked me in was the only pharmacist in the store, so had I not been the first person to show up, I would be waiting for another 15-20 min in the line
- Blood is not drawn by WAG employee, but by a Theranos phlebotomist. Again, a bit of a question there since there was no pharmacy tech at that time, had it not been for the Theranos employee, the pharmacist would have to do it and she was quite occupied with the regular duties
- Blood draw itself was quite painless, but the tech did acknowledge that some women find it uncomfortable as their fingers need to be squeezed hard and it is a bit painful
- They did draw two samples, not one, (4 nanotainers) because I had to do CBC and the lipid panel, but these are two most common things that are ordered. This was not a big deal, but it takes more time and incrementally harder to squeeze more blood for the second draw (don't need to puncture twice though)
- The most frequent test that requires venous draw is sodium, which is done pre surgery
- The tech told me they are now in a test mode and trying to optimize things very well and convert all venous draw tests before starting larger promotional campaign
- My Aetna insurance did not go through, so they may send me the bill later
- Since it was a weekend, results will be sent to doc today, but she will only call me tomorrow
- I also checked on few DGX locations here and they are open on Saturdays (not Sundays) and it takes anywhere btw 5-60min to get a draw there. Turnaround ~24-48hr
- Overall, I think there are quite a few things they can improve and the process was not complicated, but I did get a sense that staffing and timing will become an issue: in my example I was there at 9am and I was the first person in the line, and still, it took 30min and would have taken much longer if the staff pharmacist had to do the draw. So experience will vary from patient to patient – some will be in and out within 20 min (mostly because of the line) and others can easily spend 30-40min waiting in the line and then until there is a tech available
- One undeniable advantage is the small size of the needle and quick blood draw, so this is a plus. Ultimately, I think a lot will depend on WAG and how they staff each center – if there is a tech who does nothing at some point in time and there is a patient – great, if the tech is busy and there is a line, it will take a while