

Message

---

**From:** Mark Pandori [/O=THERANOS ORGANIZATION/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=MARK PANDORI16D]  
**Sent:** 1/29/2014 1:50:54 AM  
**To:** Max Fosque [/o=theranos organization/ou=exchange administrative group (fydibohf23spdlit)/cn=recipients/cn=max fosque394]  
**Subject:** RE: End of Shift Log 1/28 2pm

Yes.

**From:** Max Fosque  
**Sent:** Tuesday, January 28, 2014 4:55 PM  
**To:** Mark Pandori; Adam Rosendorff  
**Cc:** Jeffrey Blickman  
**Subject:** RE: End of Shift Log 1/28 2pm

Great, thanks for the update. Please let us know the outcome.

This is on the Immulite, correct?

**From:** Mark Pandori  
**Sent:** Tuesday, January 28, 2014 4:45 PM  
**To:** Max Fosque; Adam Rosendorff  
**Cc:** Jeffrey Blickman  
**Subject:** RE: End of Shift Log 1/28 2pm

Max,

The controls failed in the first attempt.

We are now re-running a new set of (fresh) controls. I am given an ETA of 30 min – 90 min before we know if it passed.

Mark

**From:** Max Fosque  
**Sent:** Tuesday, January 28, 2014 4:26 PM

**To:** Adam Rosendorff; Mark Pandori  
**Cc:** Jeffrey Blickman  
**Subject:** FW: End of Shift Log 1/28 2pm

Hi Adam/Mark,

This patient (Brian Grossman) is a VIP, would you mind looking into the slowdown here? I believe H. Pylori is run on predicate, perhaps there is some issue with the machine? Let us know.

Thanks for your help.

-Max

**From:** Heather Chen  
**Sent:** Tuesday, January 28, 2014 4:12 PM  
**To:** Max Fosque; Elena Scheer; Anam Khan  
**Cc:** Nicholas Menchel; Jeffrey Blickman  
**Subject:** RE: End of Shift Log 1/28 2pm

As far as I know, the controls for one of his tests (H. Pylori) were not accepted last night because they didn't pass. The controls keep failing and since the test takes about an hour, they will need to adjust the kit and then re-run controls again. Melissa and Kim are trying to work on making sure the assay passes. This is the only test we are waiting on.

From,  
Heather

**From:** Max Fosque  
**Sent:** Tuesday, January 28, 2014 4:08 PM  
**To:** Elena Scheer; Heather Chen; Anam Khan  
**Cc:** Nicholas Menchel; Jeffrey Blickman  
**Subject:** RE: End of Shift Log 1/28 2pm

Please follow up on why Brian Grossman has not been released yet, he was pending in LDAQ as of last night. This is critical to get out asap.

Thanks,  
Max

**From:** Elena Scheer  
**Sent:** Tuesday, January 28, 2014 1:59 PM  
**To:** Heather Chen; Anam Khan  
**Cc:** Nicholas Menchel; Max Fosque; Jeffrey Blickman  
**Subject:** End of Shift Log 1/28 2pm

All,

**Released:**

Aleksandr R

**Other:**

Joshua A. was scheduled today at 13596 and his order came through Super Mario. We checked to see if there was a duplicate patient entry and there was, same spelling of the name, but with different DOB (12/10 and 12/01) and address. Called Walgreens to confirm, the DOB entered was incorrect. Nga fixed it, but now there is a duplicate patient record.

-Elena

**Elena Scheer**

Customer Service Associate

Theranos, Inc.

[escheer@theranos.com](mailto:escheer@theranos.com)

(650) 320-2765

PRIVILEGED AND CONFIDENTIAL COMMUNICATION

IMPORTANT – This electronic transmission, and any files transmitted with it are confidential and/or legally privileged information. This information is intended solely for the use of the individual or entity to which it is addressed. Any disclosure, retransmission, reproduction, dissemination or other use of the contents of this information by persons or entities other than the intended recipient is strictly prohibited. If you have received this email in error, please contact us immediately and delete all copies. Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of Theranos, Inc. Finally, before opening or using attachments the recipient should check this email and any attachments for the presence of viruses. Theranos, Inc. accepts no liability for any damage caused by any virus transmitted by this email. Our sole responsibility is limited to resupplying any affected attachments.

Theranos, Inc., 1601 S California Avenue, Palo Alto, CA, 94304

650-838-9292 | [www.theranos.com](http://www.theranos.com)