

To: Sunny Balwani[sbalwani@theranos.com]; Elizabeth Holmes[eholmes@theranos.com]
From: Christian Holmes
Sent: Fri 10/10/2014 5:50:42 PM
Importance: Normal
Subject: RE: BDT visitors to wag saturday
Received: Fri 10/10/2014 5:50:45 PM

Also wanted to send along our thoughts for how to accomplish the FS in the scenario their orders prompt venous. Assumptions here from EAH are that we must not do venous draw, and we cannot tell them that their order prompts venous if it does. The following is the action planning to accomplish this.

Need to decide in the event we don't run/report a test on their order b/c prompts venous (not in the case of this being caused by volume), how we communicate this either up front or when we send results

Thanks!

Prep actions

- Anam\Robin have list of names which includes possible patients from BDT
- Nishit is briefed to be able to handle any manual actions necessary in the lab when samples arrive
 - o Need to confirm he is available, if not, backup is DY?
- Ciara will be briefed with BDT names, told to expect a call from us should there need to be any workflow changes, which could include drawing extra finger sticks, otherwise instruction is to collect the CTNs requested in the app by as few finger sticks as possible

Scenario 1: Scanned order from BDT VIP contains tests that prompt for venous draw

- This is verified by Anam using the Sample Calculator app before completing transcription
- Use Case A: venous is prompted due to some tests not yet being on FS, but would otherwise prompt FS
 - o Remove tests that are not yet on FS and complete transcription
 - o Visit is completed per SOP
 - o Negatives
 - Need to either tell the patient at the store that we will not run a few tests (this would require Anam calling the store to have them tell the patient since it cannot be handled through the app), or tell them on the backend that we could not run certain tests.
- Use Case B: venous is prompted due to volume of tests but tests would prompt FS if ordered individually
 - o Remove enough tests in SM to allow the patient to proceed with FS
 - This combination of tests is determined via the Sample Calculator app
 - o Daniel or Max will determine what combination of CTNs are required to complete the full order and communicate this to Ciara before she brings the BDT VIP into the draw room
 - o Ciara will collect the number of CTNs required with as few sticks as possible. She will flag the samples so that they are handled with extra care when they arrive at the lab.
 - o Negatives
 - If BDT VIP is a self-pay patient (cash or credit), then the receipt printed by the app will only show the tests transcribed, which will not include all the tests on the order
 - If they notice missing tests on the receipt, they may ask the WAG tech about it. Worst case they would make a call to CS and Anam would tell them everything is fine. Ciara will also be able to come out of the draw room once check-in is complete to welcome them into the room and distract from looking at the receipt.

Scenario 2: scanned order from BDT VIP contains tests we do not offer on our menu (regardless of venous vs fingerstick) but all other tests combine to prompt finger stick

- This is verified by Anam using the Sample Calculator app before completing transcription
- Order is transcribed per SOP
- Outcome
 - o Tech tells patient that tests are not offered by Theranos, proceeds with visit per normal SOP
- Negatives
 - o None really, patient understands some tests are not on the Theranos menu. Not a high likelihood this will happen

From: Sunny Balwani

Sent: Thursday, October 09, 2014 9:21 PM

To: Christian Holmes; Elizabeth Holmes

Cc: Diana Lee

Subject: RE: BDT visitors to wag saturday

Diana. can you send Christian list of 4 people from BDT who visited us few days back this was Byron Trott and his team.

From: Christian Holmes

Sent: Thursday, October 09, 2014 5:45 PM

To: Elizabeth Holmes; Sunny Balwani

Subject: BDT visitors to wag saturday

Where can I find the list of names you mentioned from BDT who could come into WAG on Saturday?

We will send over the different workflows for how we will accommodate fingerstick regardless of what's on the order, and possible issues associated, as requested.

Thanks