

Message

From: Haworth, Patty [patty.haworth@walgreens.com]
Sent: 11/18/2014 3:58:26 PM
To: Lynn, Christopher [christopher.lynn@walgreens.com]; Aziz Skiredj (abdelaziz.skiredj@accenture.com) [abdelaziz.skiredj@accenture.com]; Jay Meyer (jason.r.meyer@accenture.com) [jason.r.meyer@accenture.com]; Sizemore, Brian [brian.sizemore@walgreens.com]; Jhaveri, Nimesh [nimesh.jhaveri@walgreens.com]; Kimberly Alfonso (kalfonso@theranos.com) [kalfonso@theranos.com]; Brandt, Megan [megan.brandt@walgreens.com]; Sesto, Matthew [matt.sesto@walgreens.com]; Kozlowski, Casey [casey.kozlowski@walgreens.com]; Ryan Karpel (rkarpel@theranos.com) [rkarpel@theranos.com]; Nick Menchel (nmenchel@theranos.com) [nmenchel@theranos.com]; Max Fosque (mfosque@theranos.com) [mfosque@theranos.com]; Carroll, Patrick [patrick.carroll@walgreens.com]; Christian Holmes (cholmes@theranos.com) [cholmes@theranos.com]; 'Joe Ahdoot (JAhdoot@theranos.com)' [JAhdoot@theranos.com]; Contact (tmasson@theranos.com) [tmasson@theranos.com]; Raju, Mahesh [mahesh.raju@walgreens.com]; 'Sunny Balwani (sbalwani@theranos.com)' [sbalwani@theranos.com]; Liebhart, Heather [heather.liebhart@walgreens.com]; D'Costa-Jayara, Jennifer [jennifer.dcosta-jayara@walgreens.com]; Samoila, Ashley [ashley.samoila@walgreens.com]; Pafford, Leslie [leslie.pafford@walgreens.com]; Ferbet, Susan [susan.ferbet@walgreens.com]; Mike Lewis [mike.lewis@slalom.com]
Subject: 11/18 Walgreens/Theranos Partnership Meeting Agenda & Slide Deck

All,

Please see attached for agenda and slide deck for today's meeting.

Deerfield Attendees,

Please join via videoconference in Conference Room 1B8.

Thank you.

Be well,

Patty

Patty Haworth, MBA, PMP

Program Manager

Pharmacy, Health and Wellness PMO

Walgreen Co.

200 Wilmot Rd., MS# 2102

Deerfield, IL 60015

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Every day I help people get, stay and live well.

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theranos

partnership meeting

11.18.14

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agenda

- Kickoff/Introductions
- Current Status
- Theranos videos
- IT update
- Fiscal 2015 + HCC Deployments
- PHR Alignment
- Lunch
- Discuss Employee Soft Launch
- STI Initiative Update

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current status

Tracy/Kimberly

- 41 stores currently live (AZ 40; CA 1)
- venous draws performed during 40% of visits (2014 YTD)
- total visits in October– 5780 (+27.2 % from Sep.)
- additional check in terminals being implemented
 - 5 of the 20 highest volume stores have a second terminal live
- store champions have been identified and are going through certification process
- new Power Perform workflow deployed in Palo Alto and pending in Arizona

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highlights

- operations managers working effectively together
- guest volume increasing and some stores are managing this well
 - e.g. 1272
- relationships in some stores are improving
 - strong planning and coordination amongst Theranos Phlebotomist and Walgreens Technicians
 - exceptional joint-service, e.g. 1076 pharmacist promptly assisted Theranos guest who was very sick
- store communication to customer and technical support
- progress on CA location design

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Theranos Experience Survey Summary

October 2014

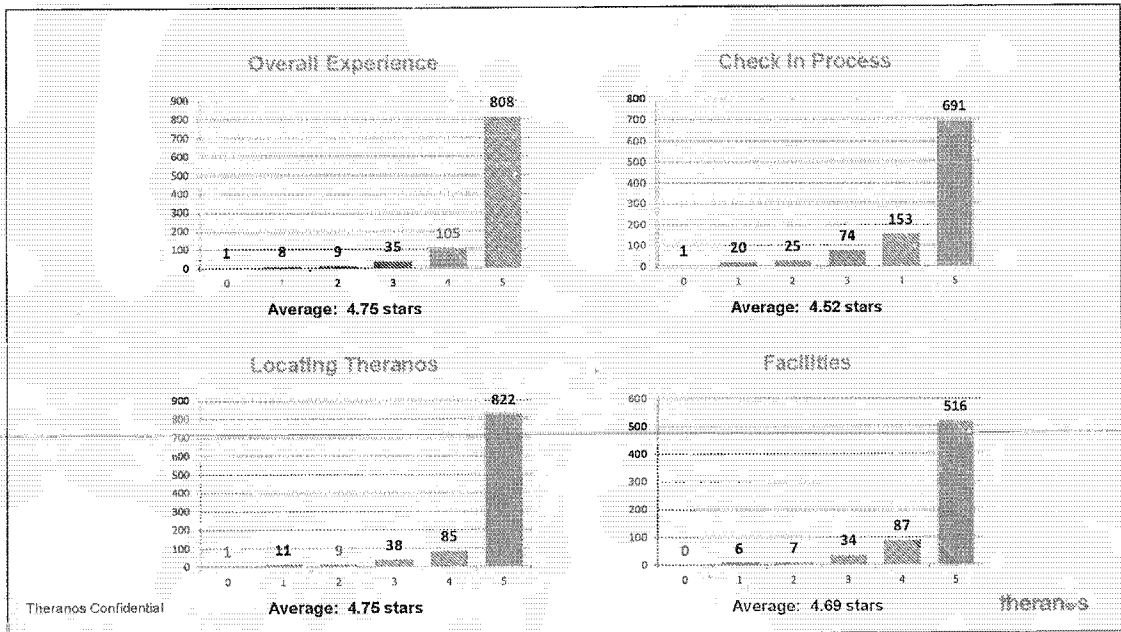
Unique Survey Responses: 976

Average Quality/Experience Scores

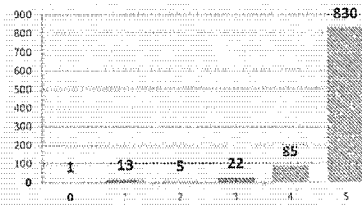
	Avg. Stars	Vs. previous month
Overall Experience	4.75	no change
Check In Process	4.52	+1%
Locating Theranos	4.75	+1%
Facilities	4.69	-1%
Sample Collection Process	4.79	no change
Skill of Technician	4.83	no change

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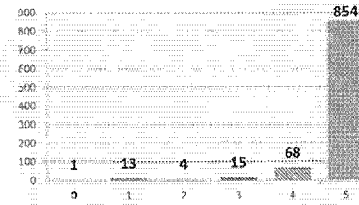


Sample Collection Process



Average: 4.79 stars

Skill of Technicians

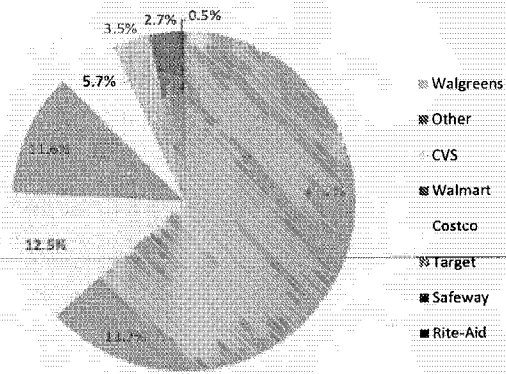


Average: 4.83 stars

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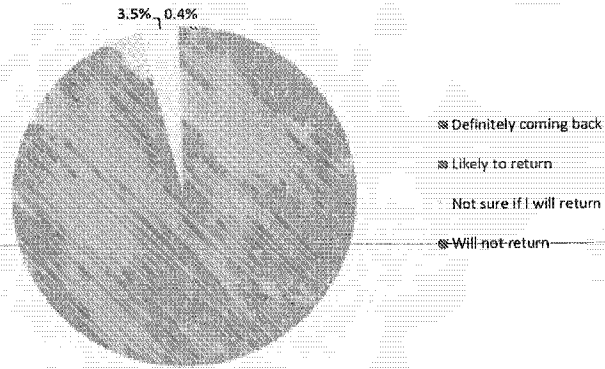
Where do you typically get your prescriptions filled?



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Based on your recent visit, what is the likelihood that you will return to a TheraNOS Wellness Center?



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current partnering at operations level

- **negative attitude of many store personnel**
 - comments made by Walgreens Technicians such as "Theranos is killing us today"
 - lack of knowledge of purpose for store champion training
 - turning guests away
- **check in issues**
 - lack of certified technician coverage at some stores
 - average check-in time = 6.82 minutes
- **wait time and space limitations challenges**
 - 18 out of 40 stores have greater wait times than check-in or perform times
 - **excludes all visits 1+ hour (e.g. GTT)*
 - guest visits delayed due to room being occupied for vaccinations
 - opportunities to maximize space in stores (i.e. privacy panel 3177 for vaccinations)
- **restroom cleanliness issues persist**
- **HCC alignment**
 - several HCCs are sending patients to other labs
 - NPs continue to share that they don't plan to proactively look for and/or order STI offering

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Here's what people are saying...

"All Walgreens should do this, I really appreciate this since I don't have insurance, thank you again"

"Being an RN and the patient at the same time, this was a great, fast and painless experience! All of my physicians and patients are going to hear about Theranos!"

"Bravo and thank you; wipe Sonora Quest out! Hopefully, you'll always stay on the side of the customer and their financial needs along with the desire to make money."

"Came from Southern California to get the tests. I paid \$36 today and it would have cost \$400-\$500 in California"

"I am a cancer patient and I need blood drawn every three months. The cost was killing me. Now it is more affordable through Theranos. Thank you!"

"Meri was the best person who has ever taken my blood draw in over 25+ years...very gentle and no pain while drawing or after. It only took one try! It normally takes 2-5 sticks in both arms, then they go to the top of my hands! She is AWESOME!"

"I live in Nevada and went to Arizona for this kind of blood test, the regular kind is SO traumatic for me. This is going to change everything, for so many! Walgreens is the only pharmacy we will use for all drug store needs because of this. I cannot thank you enough for having the foresight to buy the Theranos, it is the way of the future. Thank you again!"

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Here's what people are saying...

"My son is autistic and has a very hard time with needles. Brianna the phlebotomist was awesome, she made my son comfortable, let him watch Clifford on her phone and was so so sweet and was able to get the blood without any problems. Thanks Brianna for making this a positive experience for [him] and yes, we will be back"

"Thank you for being open on Sunday."

"The technician we had was absolutely wonderful. My son had a traumatic experience with his previous blood draw and this guy was fantastic!! He is no longer afraid of getting his blood drawn."

"Very fast, very friendly, very easy. Loved the experience. It sure beat spending over an hour at Sonora Quest."

"Great job to the techs. Enjoyed my visit and no more looking for a vein!"

"You should expand this to other states! Easiest lab visit I've ever had!"

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Here's what people are complaining about...

"Better directions where to check-in. Bathroom could use some repair to stall."

"Check in process was slow due to waiting in Walgreens pharmacy line for 20 minutes."

"Pharmacy check in wastes a LOT of time. It would be a much better experience overall if check in was handled directly by the Theranos tech."

"The limit of one register to take clients through check in is very time consuming, especially if that clerk is doing something time consuming task."

"Very bad experience with Nga from Walgreens. I had to wait sitting on a chair, not feeling good because of the 12 hr fasting required, while the Walgreens employee took care of clients picking up their medications instead of scanning my lab slip into the computer after already having all documents in her possession."

"Due to lack of experience and inadequate training of Walgreens staff, 5 sticks were done and the entire process took well over 30 minutes!"

"...The only difficulty I had was determining whether I was to check in at the clinic area or exactly where I was to go. You might want to put a notice at the clinic check in area that 'If you are here for blood work please check in at the prescription counter'..."

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Here's what people are complaining about...

"Make Walgreens employees aware of Theranos being in their store. Had to go through 4 phone calls to Walgreens before I was informed that Theranos was located in that store. The staff needs more training because they claimed there was no Theranos service in the store when there was."

"Went in today for lab draw. Tech was great, but NO CHAIRS for bloodwork? Only a couch? Ridiculous!"

"...The only thing is the chair, I wish it had a cushion for my arm instead of a wooden armrest."

"Having a more private area to wait would be nice. I did a 3 hour test and was just sitting in the middle of Walgreens with people everywhere. A quieter waiting area away from the busy pharmacy would have been ideal."

"The bathroom was filthy. Not very conducive to taking a clean urine catch."

"The collection room was dirty and it felt unsanitary."

"The only thing that kept me from giving 5-star for excellence was the gossiping about a coworker going on in front of me."

"I am hoping that Theranos will be coming to Tucson in the near future so I don't have to drive to Phoenix to have my tests."

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videos

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Diagnostic Testing – IT Update

Partnership Meeting
November 18, 2014

Walgreens
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IT Overview

HCC - Theranos integration

Current Status:

Function: Ability to submit electronic lab orders from HCC to Theranos

Locations: 22 locations in the Arizona Market (as of 8/22/14)

Required for Expansion:

None

Relevant Questions:

- Are there additional clinics in the Phoenix or Palo Alto market that can be Theranos-enabled?
- Is there an opportunity to have HCC provide draw services, specifically for STI?

Pharmacy - Theranos Integration

Current Status:

Function: Accepting lab orders, performing the draw, storing specimen

Locations: 41* locations (40 in the Arizona Market and 1 in Palo Alto)

IT Integration: None (Theranos operating using dedicated hardware, software, and DSL internet connectivity)

Required for Expansion:

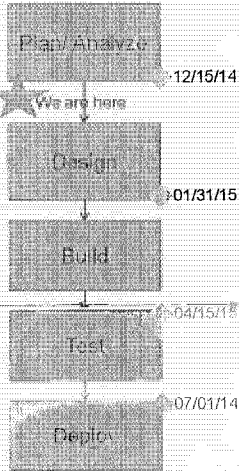
- Streamline the check-in process by searching and registering patients through the Healthcloud EHR
- Integrate the Healthcloud EHR with the Theranos PSC app
- Complete the security assessment
- Automate the financial reconciliation process
- Define process to deploy Theranos PSC app to Walgreens pharmacy workstations

Relevant Questions:

- Is there an opportunity to investigate Walgreens developing the Check-In app?

* 4 more stores are going live in Jan/Feb 2015, for a total of 45 locations

Pharmacy - Theranos Integration: Next Steps

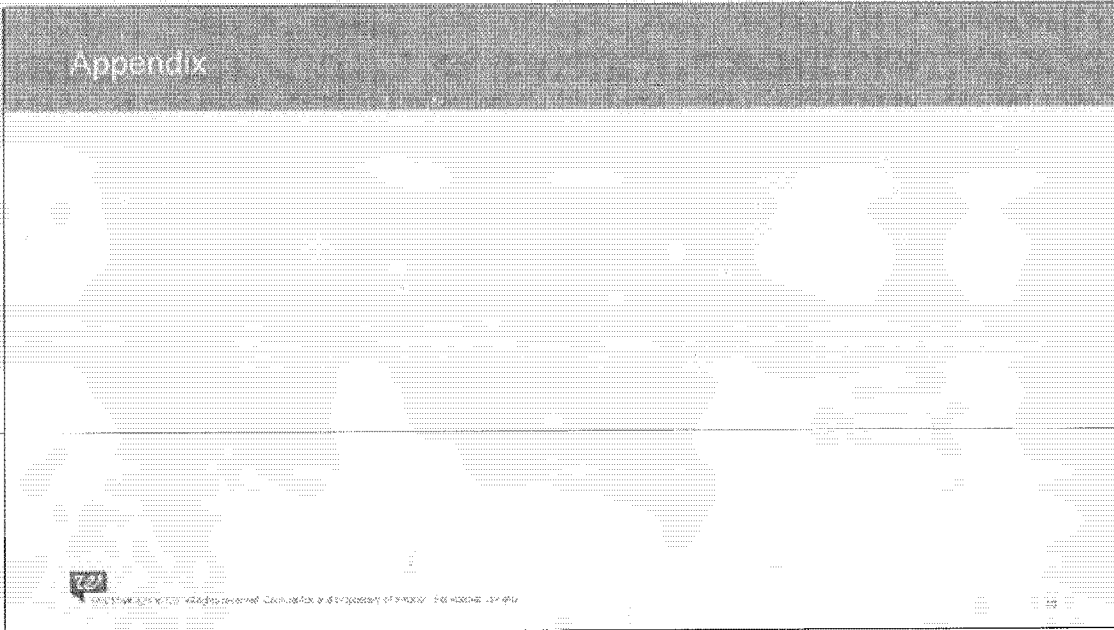


Items needed to make progress:

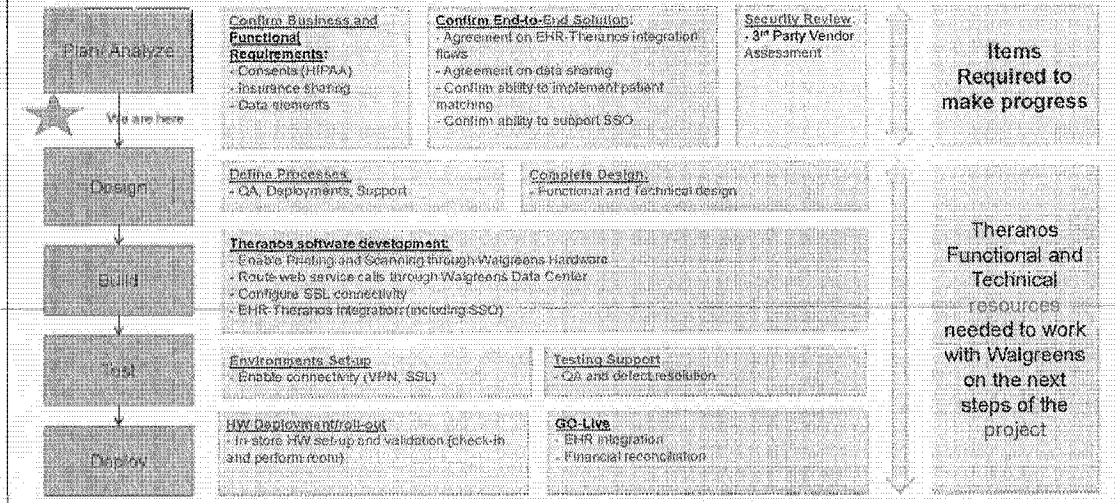
- Theranos/Wag to complete the Vendor Security Assessment
- Theranos/Wag to sign-off on the business, functional, and technical requirements
- Theranos/Wag to sign-off on the high-level design
- Theranos/Wag to have working sessions with key participants to make decisions and work on the next steps

◆ Key Milestones

Appendix



Diagnostic Testing IT Phase 3



Fiscal 2015 + HCC Deployments





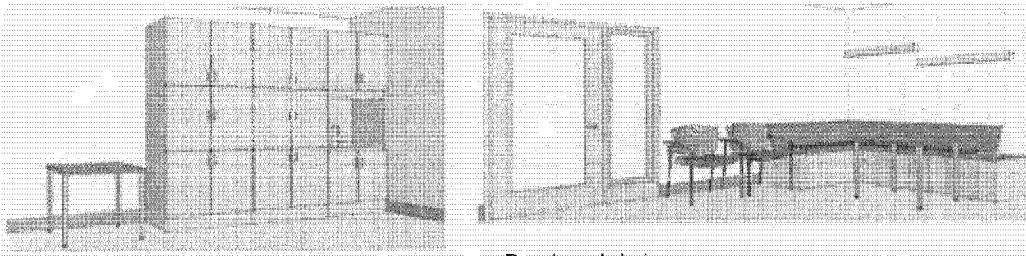
Diagnostic Testing – Private Health Room Alignment

Partnership Meeting
November 18, 2014

Walgreens
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PHR (Private Health Room)
prior to redesign

PHR (Private Health Room) – Prior to redesign

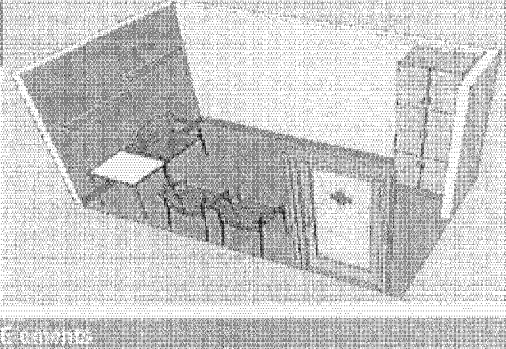
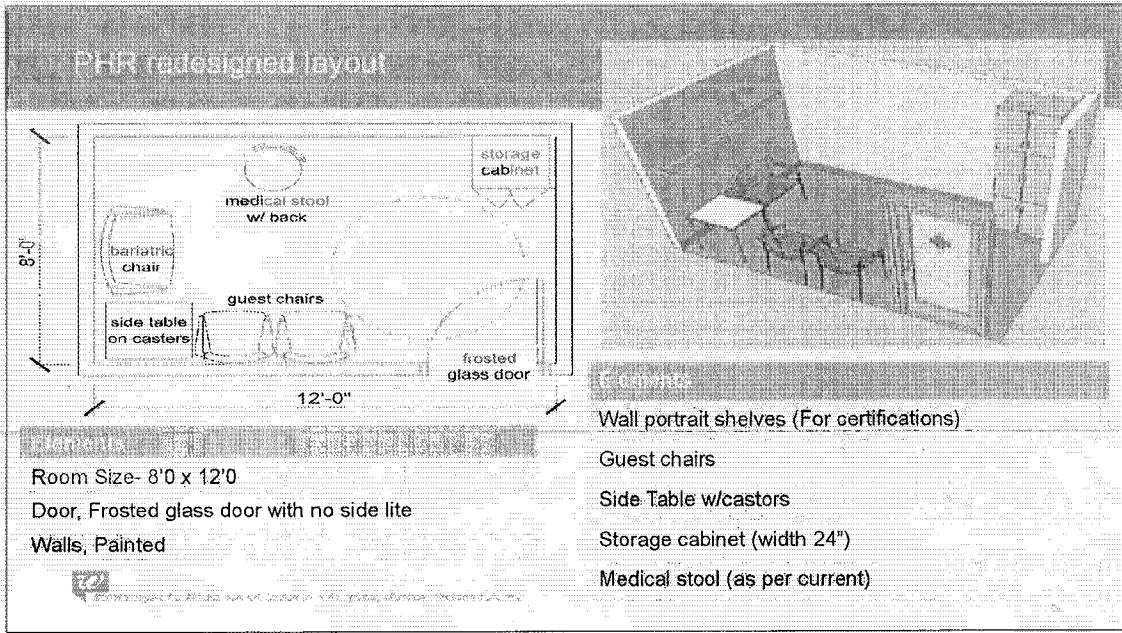


3 cabinet fixtures (8 units) side by side with sink.
A table with wheels

Bench and chairs
A glass door with side lite
Portrait shelves

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PHR (Private Health Room)
redesigned



PHR (Private Health Room)
Future Shared Services

FFIR layout with Shared Services

FFIR layout with Shared Services

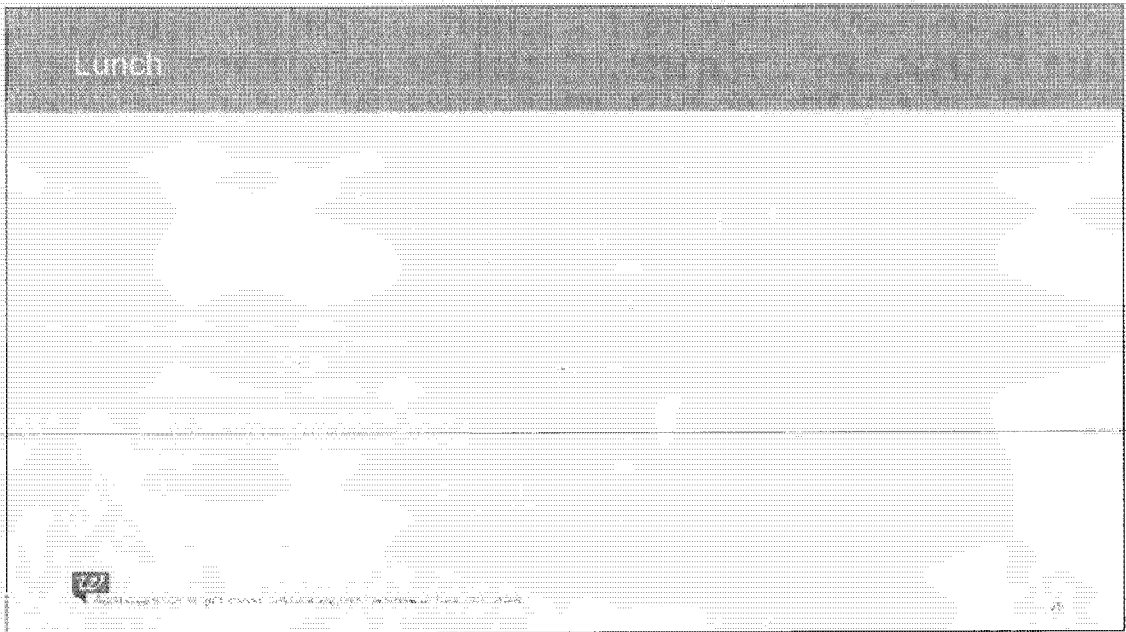
Draw Table: Mobile pedestal with lockable wheels

Monitor mount on wall

Base and Overhead cabinet

Refrigerators on counter

Centrifuge on counter



Discuss Employee Soft Launch



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Diagnostic Testing – STI Initiative Update

Partnership Meeting
November 18, 2014

Walgreens
AT THE CORNER OF HEALTH & WELLNESS

HCC | Theranos Marketing Plan + Status - 11.14.14

Co-Branded Flyer for community outreach

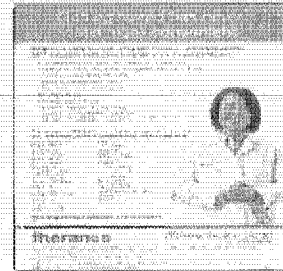
- Flyer released to print vendor 11/17
- ETA in market: 1st week of December

Walgreens.com integration

- STD service landing page added to HCC section of the website with Theranos call out for Phoenix market
- Page will be live before January, exact date still TBD

Online Search

- Activated once website is live
- Limited to AZ area until expansion is launched



Partnership Meeting Agenda

November 18 | 9:00AM-1:00PM MT | 18830 E Washington St., Building D, Suite 105, Phoenix AZ

Meeting called by: **Theranos/WAG Leadership**
 Type of meeting: **Mid-wave Partnership Debrief**
 Conference room: **War Room**
 Sub-conference: **Dial In: 866-271-4022; Participant Code: *9592750770***

Attendees: **Tracy Masson, Christian Holmes, Kimberly Alfonso, Sunny Balwani, Nimesh Jhaveri, Casey Kozlowski, Nick Menchel, Joe Ahdoof, Max Fosque, Ashley Samoila, Matt Sesto, Brian Sizemore, Ryan Karpel, Mahesh Raju, Mike Lewis, Pat Carroll, Patty Haworth, Megan Brandt, Heather Liebhart, Jennifer D'Costa, Chris Lynn, Aziz Skiredj, Jay Meyer, Sue Ferbet, Leslie Pafford**

Agenda Items

Topic	Presenter	Time allotted
<input type="checkbox"/> Kick-off/Introductions	Patty Haworth	9:00-9:10am
<input type="checkbox"/> Current Status	Sunny Balwani	9:10-9:30 am
<input type="checkbox"/> Theranos Videos	Sunny Balwani	9:30-10:00 am
<input type="checkbox"/> IT Update	Chris Lynn Jay Meyer Aziz Skiredj	10:00-10:45 am
<input type="checkbox"/> Fiscal 2015 + HCC deployments	Casey Kozlowski	10:45-11:00 am
<input type="checkbox"/> PHR Alignment	Megan Brandt Heather Liebhart Jennifer D'Costa	11:00-11:30 am
<input type="checkbox"/> Lunch	All	11:30am-12:00 pm
<input type="checkbox"/> Discuss Employee Soft Launch	Casey Kozlowski	12:00-12:30 pm
<input type="checkbox"/> STI Initiative Update	Dr. Pat Carroll, Sue Ferbet, Leslie Pafford	12:30-1:00 pm

Other Information

- Deerfield attendees will join via videoconference at 200 Wilmot, Conference Room 1B8