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**From:** Haworth, Patty [patty.haworth@walgreens.com]  
**Sent:** 2/17/2015 4:11:57 PM  
**To:** Park, Hayley [hayley.park@walgreens.com]; Kozlowski, Casey [casey.kozlowski@walgreens.com]; Miller, David [dave.miller@walgreens.com]; Ryan Karpel [rkarpel@theranos.com]; Maximillion Fosque [mfosque@theranos.com]; Raju, Mahesh [mahesh.raju@walgreens.com]; Joe Ahdoot [jahdoot@theranos.com]; Sunny Balwani [sbalwani@theranos.com]; Kimberly Alfonso [kalfonso@theranos.com]; Nicholas Menchel [nmenchel@theranos.com]; Sesto, Matthew [matt.sesto@walgreens.com]; Sizemore, Brian [brian.sizemore@walgreens.com]; Carroll, Patrick [patrick.carroll@walgreens.com]; Christian Holmes [cholmes@theranos.com]; Jhaveri, Nimesh [nimesh.jhaveri@walgreens.com]; Tracy Masson [tmasson@theranos.com]; Samoila, Ashley [ashley.samoila@walgreens.com]  
**Subject:** 2/17/15 Walgreens/Theranos Partnership Meeting Slide Deck

All,

Please see attached for 2/17/15 Walgreens/Theranos Partnership Meeting slide deck.

**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

2.17.15

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# agenda

- kick off/introductions – Patty Haworth
- current status – Sunny Balwani
- Arizona transition plan update – Tracy Masson
- transcription feedback– Ashley Samoila/Brian Sizemore
- STI initiative update – Pat Carroll

## current status

*Sunny*

- 41 stores currently live (AZ 40; CA 1)
- total visits in January– 7554
- 252 average visits per day in January (compared to 214/day in December, 193/day in November, and 186/day in October), +17% month-over-month
- new Power Perform workflow deployed in all 41 locations
- month of January visit time data:
  - Check in time: 8.5 mins
  - Wait Time: 5.1 mins
  - Specimen collection: 3.9 mins

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# highlights

- bathroom cleanliness has significantly improved across the board
- operations managers are continuing to work effectively together
- classroom check-in training completed on 2/11 for new class of 10 technicians
- store champions assisting with check-in training oversight visits
- all 40 stores have champions that are eligible to do Check-In only oversight visits. Of these, 12 have begun by doing a practice visit and are completing oversight visits at their store (as of 2/12)

## current partnering challenges at operations level

- alignment of communication around transition
  - some Walgreens technicians are under the impression all Theranos activities occur within the Perform Room (checkin, payment, perform, etc.)
  - communicating changes to both Theranos and Walgreens teams simultaneously is important
- at some stores Walgreens staff members are initiating Power Perform rather than the Theranos phlebotomist
- pharmacy staff not completing Power perform visits correctly/in a timely manner
- handling emergency situations with guests during busy times (e.g. visit on 2/12 at store 3163)

# theranos experience survey summary

January 2015

Unique Survey Responses: **2,542**

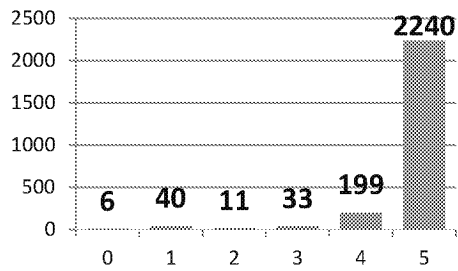
## Average Quality/Experience Scores

	Avg. Stars	vs. previous month
Overall Experience	4.81	+ .1%
Check In Process	4.59	- .3%
Locating Theranos	4.79	+ 0.9%
Facilities	4.79	+ .7%
Sample Collection Process	4.84	+ 0.5%
Skill of Technician	4.86	+ 0.6%

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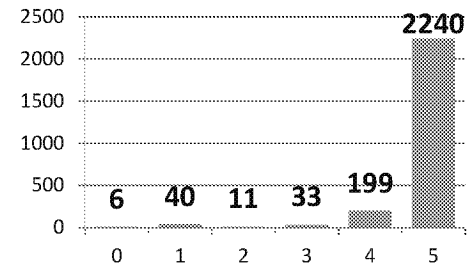
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### Overall Experience



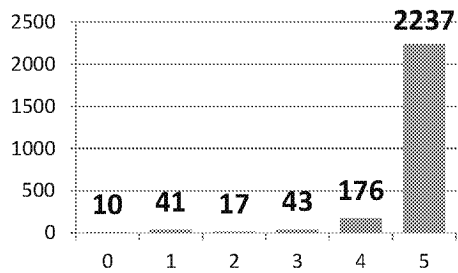
Average: 4.81 stars

### Check In Process



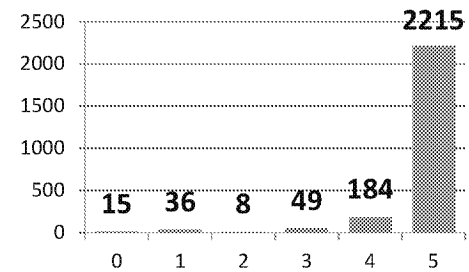
Average: 4.59 stars

### Locating Theranos



Average: 4.79 stars

### Facilities



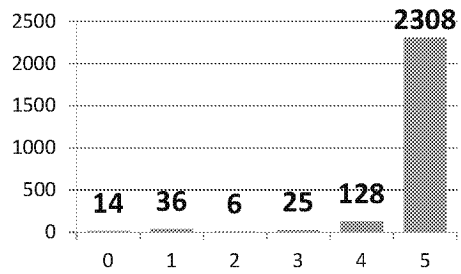
Average: 4.79 stars

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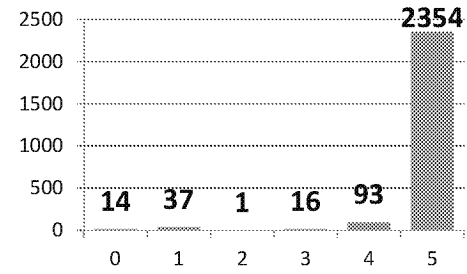


### Sample Collection Process



**Average: 4.84 stars**

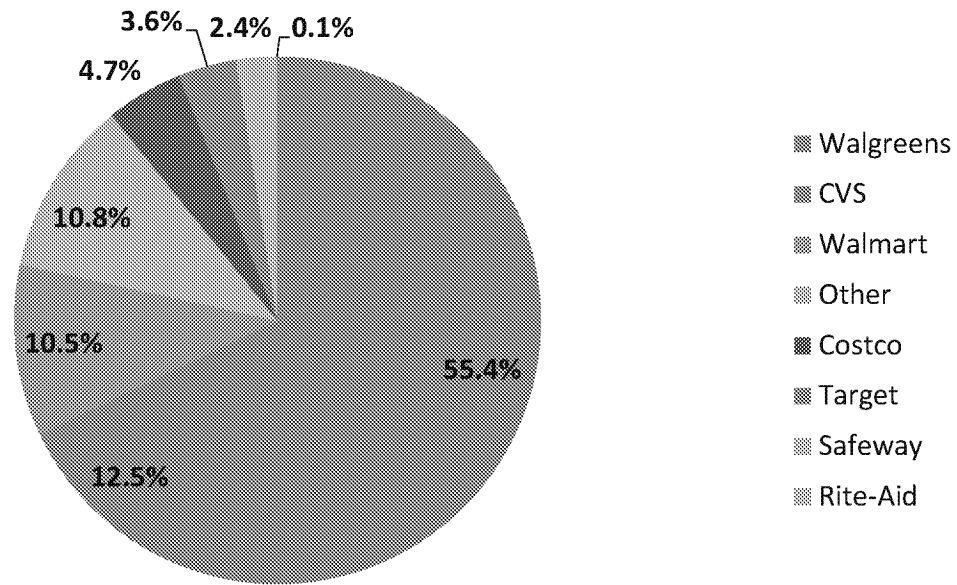
### Skill of Technician



**Average: 4.86 stars**

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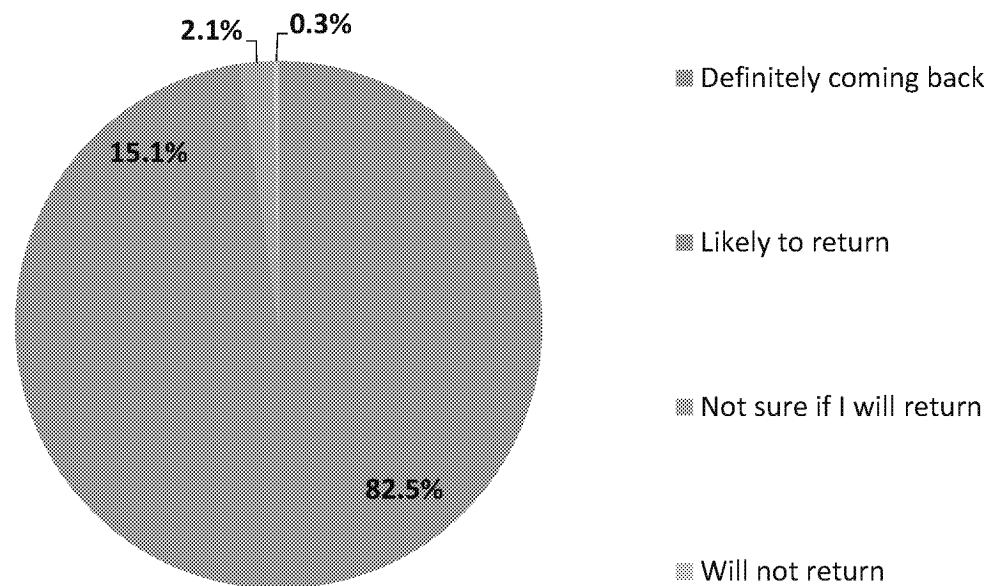
# Where do you typically get your prescriptions filled?



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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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## here's what people are saying..

“As a cancer survivor, this is awesome.”

“It was virtually painless and will be wonderful if my children need blood tests.”

“This has been the most unpainful blood test I have ever had. I can't wait to tell all my friends who also have trouble getting blood tests.”

“It was a great experience and 10X better than getting in dram by an arm vein! Gracias!”

“Best price around for lab work. Unbelievably affordable!! The locations are conveniently located at a Walgreens, it's great!!! I did not know this existed until my physician referred me. Fantastic that I found this. Simple, simple process, turnaround time for process and getting results back in 24-48 hrs.. Great!

“Really great spa-like ambience, bedside manner of the phlebotomists that I've ever met, swift check-in, minimal to no wait and the technology behind the Theranos experience (especially since I have gone through tons of lab work due to IVF.”

## here's what people are saying..

"I would like to compliment Hailey Brabentz (employee of Walgreens Pharmacy) for providing exceptional service! She was proactive, thorough, friendly and professional. Her courtesy and clear understanding of procedures and processes put me at ease. Please commend her for a job very well-done. I am grateful and I will definitely return. Thank you!"

"Michelle (WAG) and Chris (Theranos) were awesome! They deserve major kudos."

"The staff at 36<sup>th</sup> and Thomas are awesome, very professional, and efficient. As well as considerate!"

I am very impressed with Theranos and I will definitely return. This was the first time using Theranos. It was awesome. So much better than going to LabCorp and taking the blood sample from my arm."

"Theranos is so much better than Quest Diagnostics. I was in and out in under 10 minutes, the staff was courteous and the actual blood drawing was way less scary than what I am used to.

This was my first visit. It went very well and saved me a lot of time and money over going to an urgent care center."

## here's what people are complaining about...

“Make check in process not mingled with pharmacy”

“Still trying to absorb the concept of medical care in the corner of a brick and mortar next to a line of sick people getting their prescriptions filled. Think they need to separate the Wellness Center from prescription line.. Other than that, maybe a private restroom for samples other than a dirty public restroom. The tech was friendly, process was quick, once you got through the line of sick people looking for prescription.”

“The phlebotomist did an excellent job! The intake person was trying to multitask and didn't give either task his full attention.”

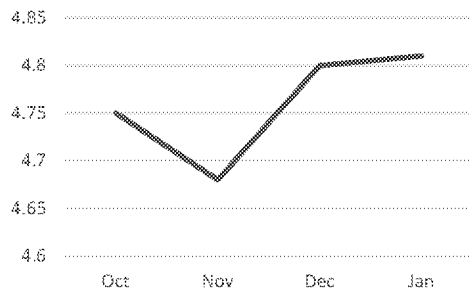
“The initial pharmacy contact was not good. I was ignored by 2 pharmacists who were working on something more important than me.

“Odd check in. I waited in line several minutes, then spoke with tech #1. She said I needed to wait for a different tech that was helping a customer with a prescription. After another 3-5 minutes, I spoke to tech #2, she reviewed my order, entered it into the system. I asked for a copy of the results to be sent to me – she didn't know how to do this. I was then taken to a room where a 3<sup>rd</sup> tech actually drew my sample. Why all this runaround?”

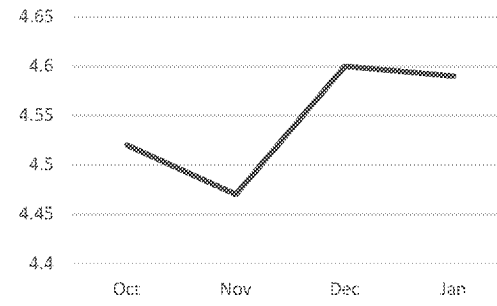
“The store is nicely remodeled, but it is a hike to get to the restroom for urine sample and to be told a patient must wait in the waiting area to hand in the sample if another patient is being seen is ludicrous. No cubbyhole or locker to just drop it off? Waited 20 minutes to get 5 minutes worth of blood drawn, then possibly wait again holding a bag of urine..got to find a better way.”

# survey trends

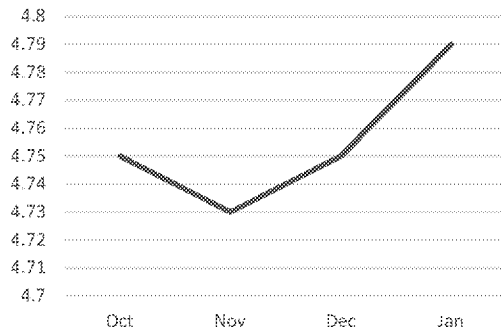
## Overall Experience



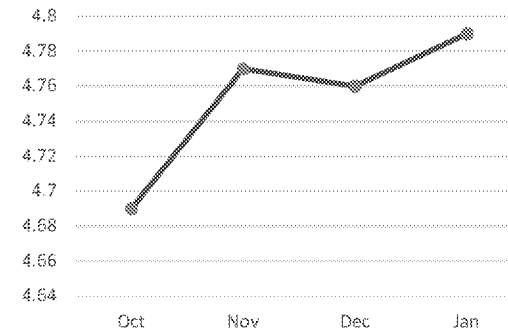
## Check In Process



## Locating Theranos



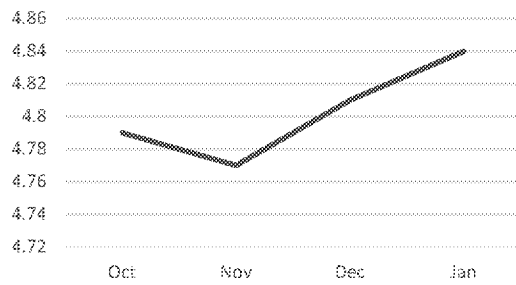
## Facilities



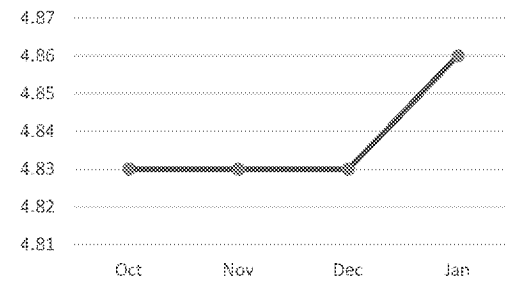
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# survey trends

## Sample Collection Process



## Skill of Technician



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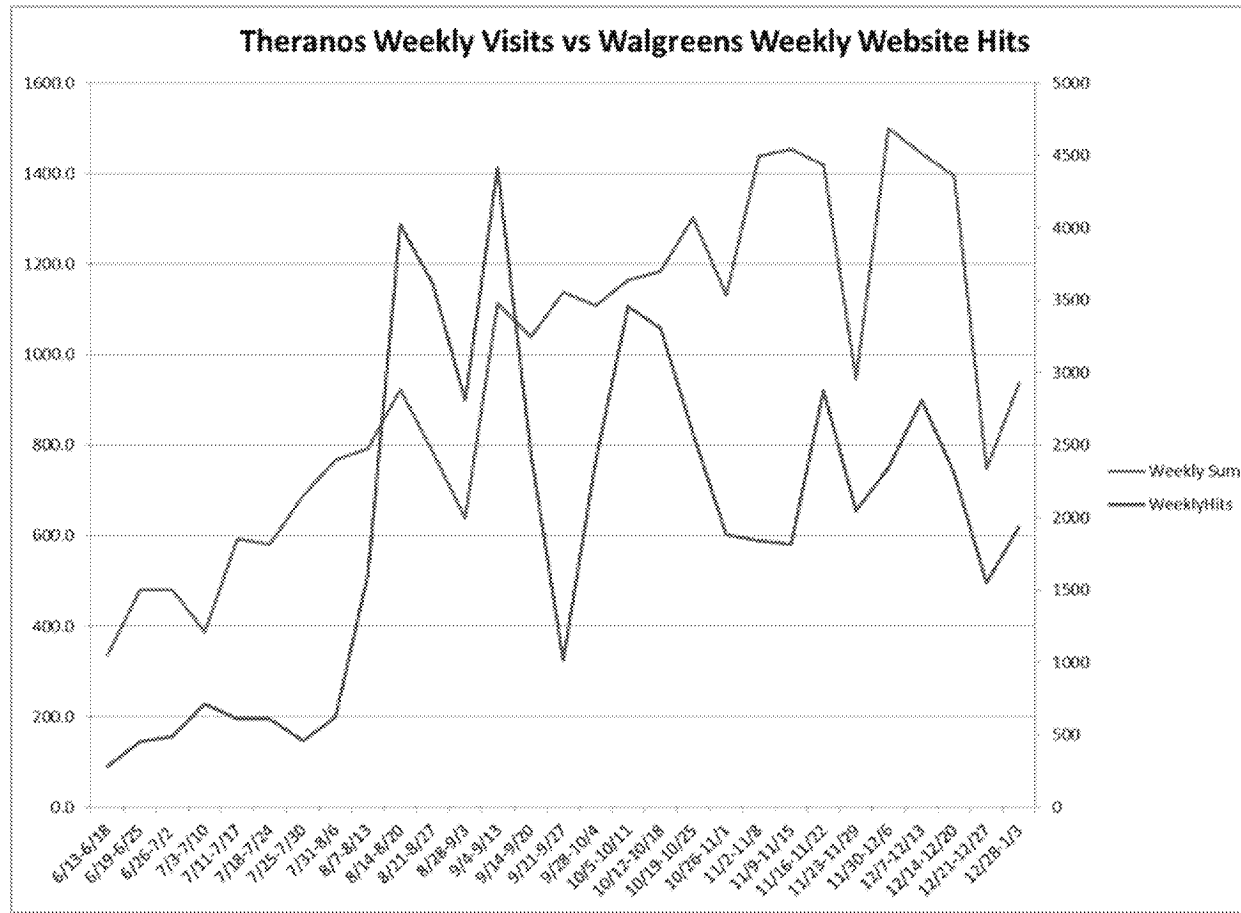
## Diagnostic Testing – Current Status

Partnership Meeting  
February 17, 2015

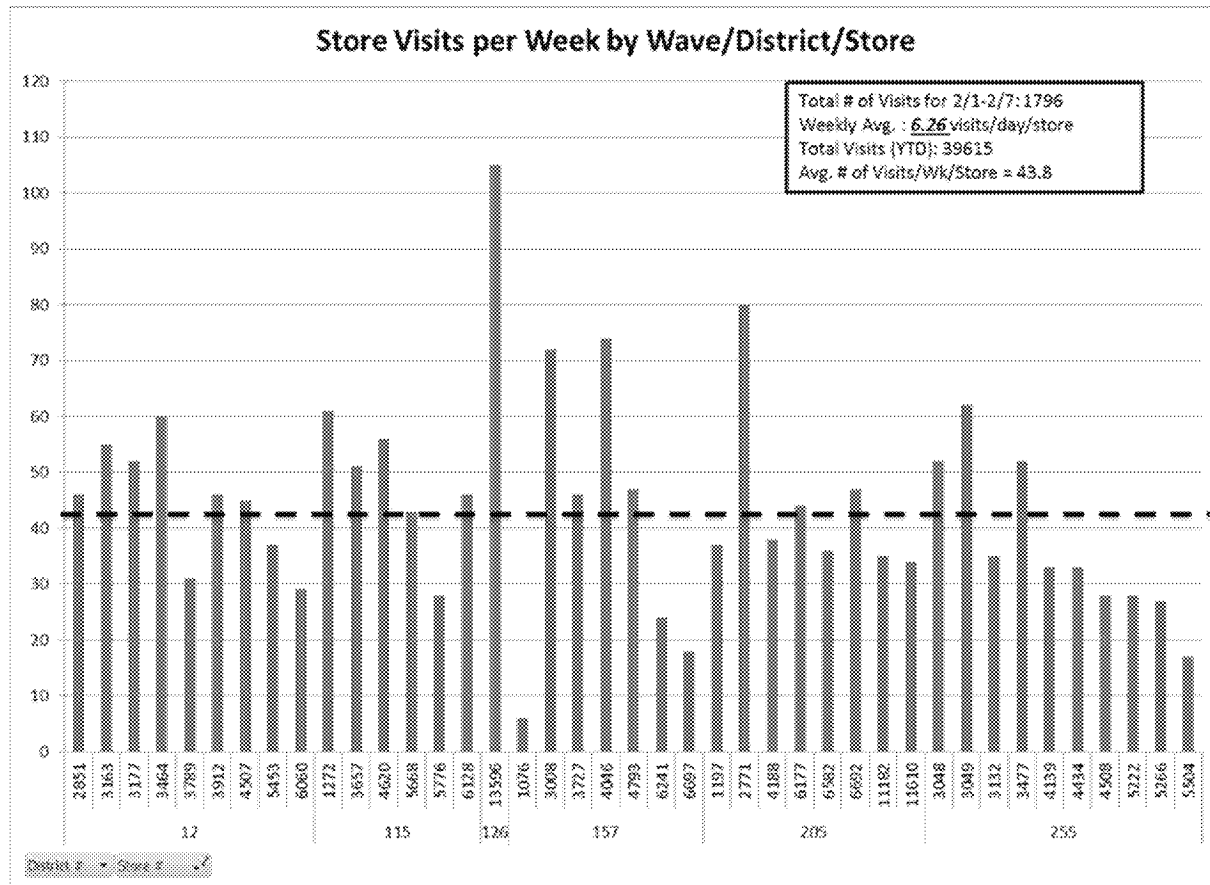
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# Current Status

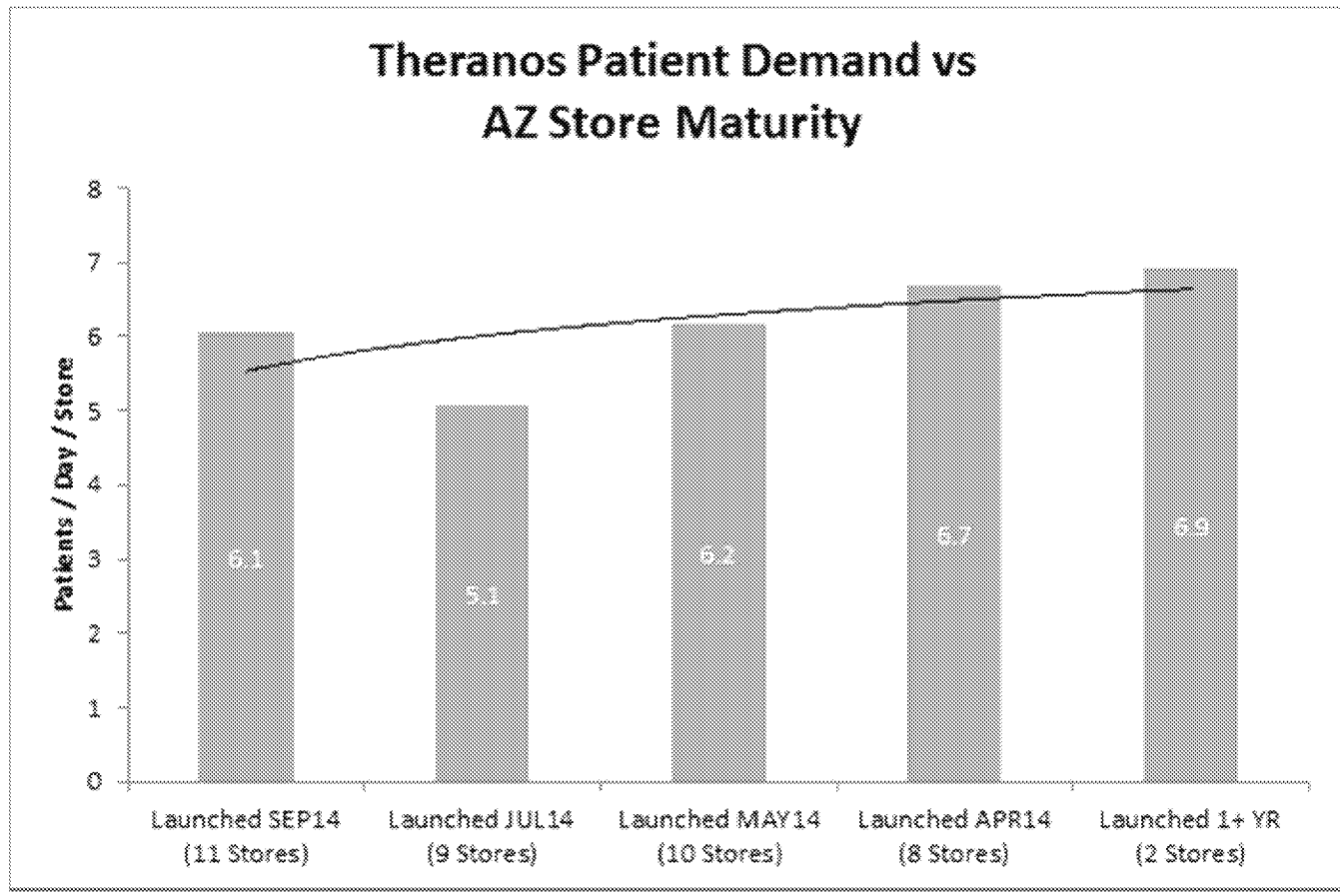


# Current Status



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## Diagnostic Testing – Transcription Feedback

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# Transcription Feedback

## Transcription Averages

- January average check in time is 8.5 minutes for the market (1.2 minute increase from previous month)
- Market analysis reports that transcription times are above average (10+ minutes) during early morning, evening, and weekend hours
- Outliers don't seem to be affecting averages, but have an impact on work flow and guest experience

## General Feedback

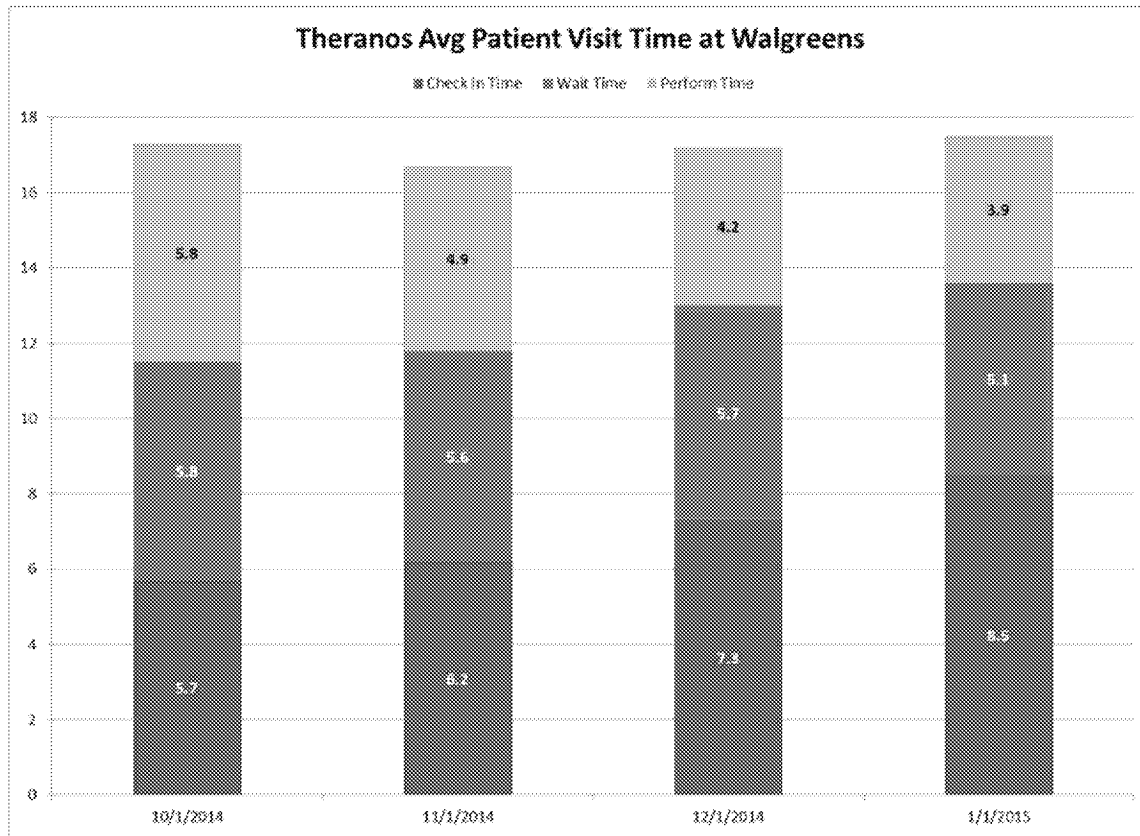
- Multiple stores reported scanner, printer, and application issues during the check-in process
- Multiple stores stated that when they call Theranos about above average transcription times their call gets routed to voicemail
- Some delays are due to order clarification by prescriber or orders being rejected by Theranos. Stores are not always notified when this occurs.



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# Current Status



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