

To: Elizabeth Holmes[eholmes@theranos.com]
From: Sunny Balwani
Sent: Thur 4/17/2014 7:40:51 PM
Importance: Normal
Subject: FW: Dr. Kwatra/Dr. Stamps
Received: Thur 4/17/2014 7:40:50 PM

See below. this is what we are doing today with our limited resources. this is what Daniel has to do manually. Not scalable.

From: Daniel Young
Sent: Thursday, April 17, 2014 12:40 PM
To: Sunny Balwani
Subject: Re: Dr. Kwatra/Dr. Stamps

We'll have to check. Some potassium results can run high with slight sample hemolysis. We review the images for all samples with high K results and then CLIA determines if a rerun is needed or not, and how to report it.

-Daniel

On Apr 17, 2014, at 3:36 PM, "Sunny Balwani" <sbalwani@theranos.com> wrote:

But do we know if this result was accurate given this is an ISE assay. That's what I was referring to .

From: Daniel Young
Sent: Thursday, April 17, 2014 12:34 PM
To: Sunny Balwani
Cc: Max Fosque; Adam Rosendorff; Nicholas Menchel
Subject: Re: Dr. Kwatra/Dr. Stamps

I'm not sure that this doctor was asking about the critical value for potassium. Critical value comes from clinical guidance documents and care guidelines, not from R&D.

Adam and I are going to discuss revising this number lower compared to what was originally in the CLIA documentation which seemed on the high side.

-Daniel

On Apr 17, 2014, at 3:12 PM, "Sunny Balwani" <sbalwani@theranos.com> wrote:

Before we react, I would like to collect all data. Who called the doctor, who did the analysis, who from R&D provide oversight over this critical value.

From: Max Fosque
Sent: Thursday, April 17, 2014 12:11 PM
To: Adam Rosendorff; Daniel Young
Cc: Sunny Balwani; Nicholas Menchel
Subject: FW: Dr. Kwatra/Dr. Stamps

Hi Adam & Daniel,

Please see the note below regarding a critical Potassium value.

Let me know if I can do anything to assist here.

Thanks,
Max

From: Kimberly Alfonso
Sent: Thursday, April 17, 2014 12:04 PM
To: Max Fosque
Subject: FW: Dr. Kwatra/Dr. Stamps

Hi there – please see below. How can we follow up here?

From: Mike Phebus
Sent: Wednesday, April 16, 2014 10:05 PM
To: Kimberly Alfonso
Cc: Mike Phebus
Subject: Dr. Kwatra/Dr. Stamps

Kimberly:

I am not sure who to send this email too in Palo Alto so I am forwarding to you. Here is some feedback from Kari Reedy in the field today:

Paradise Pediatrics - Dr. Kwatra / Dr. Stamps – (Pediatrics)

- Dr. Stamps likes our lab and has sent 3 patients. He does not trust our Potassium test, however.

1. He was called late at night regarding a patient that had abnormally high levels of Potassium. The patient was in NYC at the time of the call, so the doctor had to contact them while they were out of town. They did a re-test in NY and the results came back completely normal. Dr. Stamps said that K+ is a tricky one to collect because of clotting and such. He also mentioned that he is willing to share the specific patient information and explain the experience if someone wanted to reach out to him directly.

2. Dr. Kwatra is kind of annoyed that we are unable to run tests on patients under 2 years of age. Working at a pediatric clinic, a lot of his patients fall into this category. I assured him that down the road there is a very good chance that we will be able to address those patients as well.

As you can see Dr. Stamps had a bad experience with one of his patients that he sent to us. Since this has to do with a lab test and results that did not seem to have the correct results I want to pass it on to the Product Management team for their review. Please forward to the appropriate Product Manager.

Have a GREAT DAY!

Mike Phebus

Theranos

Senior Sales Manager

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