

To: Maximillion Fosque[mfosque@theranos.com]; Sani Hadziahmetovic[shadziahmetovic@theranos.com]; Nicholas Menchel[nmenchel@theranos.com]
From: Christian Holmes
Sent: Fri 11/14/2014 10:45:08 PM
Importance: Normal
Subject: FW: Escalated call - 111240
Received: Fri 11/14/2014 10:45:09 PM

From: Elizabeth Holmes
Sent: Friday, November 14, 2014 2:22 PM
To: Christian Holmes; Sunny Balwani
Subject: RE: Escalated call - 111240

Christian:

You handled this excellently. The last note to Adam below, especially the second sentence, was exactly right. We are discussing this issue now.

Elizabeth

From: Christian Holmes
Sent: Friday, November 14, 2014 1:44 PM
To: Sunny Balwani; Elizabeth Holmes
Subject: FW: Escalated call - 111240

Please see below. I'm at a bit of loss for words at this point dealing with Adam, it's beyond difficult and unconstructive.

He continues to remove himself from dealing with physicians as our lab director & doubting our testing credibility – I will do my best to work with Daniel's time to respond to docs asking to speak with lab director, but wanted you both to be in the loop.

From: Christian Holmes
Sent: Friday, November 14, 2014 1:41 PM
To: Adam Rosendorff; Daniel Young
Subject: RE: Escalated call - 111240

This can be handled constructively internally.

Adam, if you're going to refuse to speak with a clinician who is asking to speak with our lab director about interpreting a patient's results, then so be it, but simply passing on getting back to this doc is not an option. I've included Daniel, who provided the input I relayed to you, so we can figure out together the best way to respond here.

Daniel, Adam's feedback is pasted below, as the previous messages aren't captured on this chain.

Again, please handle this constructively especially as we deal with internal teams. Thank you

From Adam:

- The Friedewald equation is used to estimate total cholesterol using the sum of HDL, LDL and Trigs/5. The difference is more than 4%, so the assertion below is false. I cannot vouch for this test on this occasion, for the reasons that we are receiving a number of queries/complaints.
- The triglycerides in this case are 133, so the estimated total cholesterol would be:

$$150+80+133/5= 256.6$$

Confidential

THPFM0003759624

The measured cholesterol is 221.

$(256.6-221)/221$ is around 16%

I suggest the person who sent the email read the textbooks because it doesn't sound like they know what they are talking about.

Further, all modern labs directly measure HDL and LDL.

From: Adam Rosendorff
Sent: Friday, November 14, 2014 1:09 PM
To: Christian Holmes
Cc: Megan Matsumoto; Elena Scheer
Subject: RE: Escalated call - 111240

If you're asking me to defend these values then the answer is no

From: Christian Holmes
Sent: Friday, November 14, 2014 1:01 PM
To: Adam Rosendorff
Cc: Megan Matsumoto; Elena Scheer
Subject: Re: Escalated call - 111240

can you please clarify what you mean by this?

Sent from my iPhone

On Nov 14, 2014, at 12:56 PM, "Adam Rosendorff" <arosendorff@theranos.com> wrote:

I'm going to pass on this one.

Adam

From: Christian Holmes
Sent: Friday, November 14, 2014 12:54 PM
To: Adam Rosendorff; Megan Matsumoto
Cc: Elena Scheer
Subject: RE: Escalated call - 111240

I escalated this and received the following response. Adam is this sufficient for you to relay to the doc?:

The cholesterol CLIA requirement is plus or minus 10%. The difference between HDL+LDL and the cholesterol measurement is 4%. So this alone should not be a major concern from this standpoint.

Note that our LDL measurement is a direct measurement. Not sure if the doctor may be comparing us to a calculated LDL measurement.

From: Adam Rosendorff
Sent: Friday, November 14, 2014 12:51 PM
To: Megan Matsumoto

Cc: Christian Holmes; Elena Scheer
Subject: RE: Escalated call - 111240

Seems like a technical problem. There are no patient factors that would explain this.

Adam

From: Megan Matsumoto
Sent: Friday, November 14, 2014 12:45 PM
To: Adam Rosendorff
Cc: Christian Holmes; Elena Scheer
Subject: RE: Escalated call - 111240

Hi Adam,

Elena also got a call from the patient, about the LDL and HDL not adding up.

Should we forward to this someone in the lab?

Thanks,
Megan

From: Adam Rosendorff
Sent: Thursday, November 13, 2014 3:22 PM
To: Megan Matsumoto
Cc: Christian Holmes
Subject: RE: Escalated call - 111240

Oh- can we please request a technical review on this one?

Thanks-

From: Adam Rosendorff
Sent: Thursday, November 13, 2014 3:08 PM
To: Megan Matsumoto
Cc: Christian Holmes
Subject: RE: Escalated call - 111240

Called and left a message with Eva, saying TNOS would attempt to rerun this sample, and if this were not possible, we would do a redraw free of charge.

The problem here is the sum of the LDL (150 mg/dL) and the HDL (80mg/dL), is 230 mg/dL, which is greater than the total cholesterol measurement (221mg/dL). So one or more of these measurements must be incorrect. There are no patient factors that can explain this.

Thanks,

Adam

From: Megan Matsumoto
Sent: Thursday, November 13, 2014 3:00 PM
To: Adam Rosendorff

Subject: FW: Escalated call - 111240

Hi Adam,

HDL and LDL result concerns for patient . The report is attached.

Thanks,
Megan

From: Christian Holmes

Sent: Thursday, November 13, 2014 2:21 PM

To: Megan Matsumoto

Subject: RE: Escalated call - 111240

Yes, this one is in Adam's wheelhouse. Thanks

From: Megan Matsumoto

Sent: Thursday, November 13, 2014 2:19 PM

To: Christian Holmes

Subject: Escalated call - 111240

Hi Christian,

Eva the MA for Dr. Jason Collier at Southeast Valley Medical Group are concerned about the HDL and LDL results in the lipid panel for pt. . She said that the HDL and LDL are not adding up and think that the LDL is a false reading.

Caller: Eva (Medical Assistant)

Patient

Visit date: 10/24

Call back #: 480-969-1446 x 2335

Should I forward this to Adam?

Thanks,
Megan