

**To:** Nicholas Menchel[nmenchel@theranos.com]  
**Bcc:** Elizabeth Holmes[eholmes@theranos.com]  
**From:** Sunny Balwani  
**Sent:** Sat 7/19/2014 9:33:20 PM  
**Importance:** Normal  
**Subject:** RE: Physician questioning results  
**Received:** Sat 7/19/2014 9:33:19 PM

need to curb the temptation to jump in and solve every problem. need to get this to the right people who are tasked for this otherwise this creates chaos and I end up cleaning the mess for having wrong people doing wrong things.

thanks.

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**From:** Nicholas Menchel  
**Sent:** Saturday, July 19, 2014 2:32 PM  
**To:** Sunny Balwani  
**Subject:** RE: Physician questioning results

The call center knows that Christian is point for all physician issues and he should have been cc'd on Amy's original email. I will remind all of them of this hierarchy and also address the specific email with Amy. I'm not sure that they knew that Dan was covering this responsibility in Christian's absence, which is a failure in communication on all of our parts if they did not. I normally do not respond in these cases but wrongly attempted to help out in Christian's absence. I did forward the email to Dan about follow up per Adam's note, but should have looped him (and you) into the email chain right from the start.

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**From:** Sunny Balwani  
**Sent:** Saturday, July 19, 2014 2:21 PM  
**To:** Nicholas Menchel  
**Subject:** RE: Physician questioning results

I think the issue is the call center still thinks you are involved with CLIA and you need to educate them that this is not the case as people randomly jumping in and out of processes creates chaos. Christian is responsible for all physician related issues and I think in his absence, he delegated to Dan. he should coordinate these and he is good at end to end coordination of these issues. moreover, you should explain to CC that you are just involved with scheduling etc and not dealing with patient issues and physician issues. this way all patient/doc issues go to one team always.

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**From:** Nicholas Menchel  
**Sent:** Saturday, July 19, 2014 2:18 PM  
**To:** Sunny Balwani  
**Subject:** RE: Physician questioning results

Understood, sorry for not looping you in from the start. I will make sure to include you on anything like this that comes across my inbox going forward.

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**From:** Sunny Balwani  
**Sent:** Saturday, July 19, 2014 2:15 PM  
**To:** Nicholas Menchel  
**Subject:** RE: Physician questioning results

Nick.

this was not communicated to me until I saw this few minutes ago. as you know, I am running CLIA lab now so if you want to stay involved from call center perspective , you need to make appoint that I get looked in.

thanks.

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**From:** Nishit Doshi  
**Sent:** Saturday, July 19, 2014 2:06 PM  
**To:** Sunny Balwani  
**Subject:** FW: Physician questioning results

Hi Sunny,

I am not sure if you read this already.

We are confident about our lipid panel results based on the daily runs where we compare fingerstick samples to neat venous (predicate)

Thanks

Nishit

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**From:** Tina Lin  
**Sent:** Friday, July 18, 2014 5:14 PM  
**To:** Adam Rosendorff; Nicholas Menchel; Amelia Aguirre; cs; Ellen Tsang; Melissa McCormack  
**Cc:** Nishit Doshi; Daniel Young  
**Subject:** RE: Physician questioning results

Per our current policy, samples are discarded after a week. This sample is no longer available.

Thanks,

Tina

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**From:** Tina Lin  
**Sent:** Friday, July 18, 2014 3:34 PM  
**To:** Adam Rosendorff; Nicholas Menchel; Amelia Aguirre; cs; Ellen Tsang; Melissa McCormack  
**Cc:** Nishit Doshi; Daniel Young  
**Subject:** RE: Physician questioning results

Ellen, Melissa, can you run lipid panel for 0000000000113141 on SCU002287 (row 4 col 4)? It's from 7/11.

Thanks,

Tina

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**From:** Adam Rosendorff  
**Sent:** Friday, July 18, 2014 3:30 PM  
**To:** Tina Lin; Nicholas Menchel; Amelia Aguirre; cs  
**Cc:** Nishit Doshi; Daniel Young  
**Subject:** RE: Physician questioning results

Sample is stable for 7 days at 2-8 degrees- might be worth rerunning it?

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**From:** Tina Lin

Confidential

**Sent:** Friday, July 18, 2014 3:23 PM  
**To:** Adam Rosendorff; Nicholas Menchel; Amelia Aguirre; cs  
**Cc:** Nishit Doshi; Daniel Young  
**Subject:** RE: Physician questioning results

Sample looks fine. See attached. Since only lipid was ordered, there should not have been any processing issues.

What's the stability for Lipid Panel? Sample was collected 7/10 at 4:58pm.

Thanks,

Tina

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**From:** Adam Rosendorff  
**Sent:** Friday, July 18, 2014 3:17 PM  
**To:** Nicholas Menchel; Amelia Aguirre; cs  
**Cc:** Tina Lin; Nishit Doshi; Daniel Young  
**Subject:** RE: Physician questioning results

Tina/Nishit/Daniel

Can we please review the CTN image for the following patient, based on the query below?

Thanks,

« Basic Information Lab Results Requisition Containers Attachments

**Patient** ^

Male,

**Physician** ^

**Dr. Philip Chen**  
1114198884  
Phone: .  
Location: Miller School of Medicine-Clinical Rese

**Visit** ^

Start Date: 07/10/2014 04:36 PM  
Completion Date: 07/10/2014 04:59 PM  
Walgreens, WAG11182  
Fasting: No  
Report Status: Final  
Report Date Sent: 07/11/2014 05:46 PM  
Turnaround Time(DD:HH:MM): 01:01:10

**Order Information** ^

Order Type: New Order

**LIS Accession Number : 89385**

Clinician	ICD	Notes	Specimen
<b>Philip Chen</b> NPI: 1114198884 Miller School of Medicine, Miller School of Medicine-Clinical Research Ph:			

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**From:** Adam Rosendorff  
**Sent:** Friday, July 18, 2014 11:39 AM  
**To:** Nicholas Menchel; Amelia Aguirre; cs  
**Subject:** RE: Physician questioning results

Spoke to physician, Dr Phillip Chen- he would like a rerun. If this is not possible we will do a redraw.

Details:

- Physician states that the Cholesterol and LDL results are running ~30% higher than patient's baseline, with no change in medication, diet or lifestyle. The results have now crossed a medical decision level.
- Physician expressed doubts regarding our technology, and repeatedly asked me what our method is, and how we ensure accuracy- I replied that Theranos methods have been extensively validated against FDA approved predicate methods- I didn't describe the Theranos method per company's non-disclosure and confidentiality rules.
- Physician asked if he is the only MD querying lipid results- I answered that the rate of physician queries is not higher than might be expected, and is not higher than in my previous job at Univ of Pittsburgh.
- Physician wondered whether there had been a switch in samples/patient identifiers.

Thanks-

Adam

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**From:** Nicholas Menchel  
**Sent:** Friday, July 18, 2014 11:13 AM  
**To:** Amelia Aguirre; Adam Rosendorff  
**Subject:** RE: Physician questioning results

Looks like fasting was not specified on the order, so we can't be sure if the patient fasted or not... also, Amy, do you have any idea why we didn't run any of the other tests on the order?

UHealth UNIVERSITY OF MIAMI MILLER SCHOOL OF MEDICINE  
Philip Chen, M.D., Ph.D.  
Clinical Research Building  
1120 NW 14th Street, 14th Floor  
Miami, Florida

DATE PRESCRIBED: 7/10/14  
705-243-2829  
Fax: 305-243-1624

Name: [Redacted] DOB: [Redacted]  
Address: [Redacted] City: [Redacted] State: [Redacted]

RECEIVED BY: [Redacted]

PLEASE PRINT OR TYPE (IF NOT SAFETY GREEN BACKGROUND REQUESTS PRECAUTIONS AND ALTERATIONS YOU APPEAR IN COVER)

R

- CBC w/diff
- Lipid Panel
- Vit D 25OH
- H. Pylori IgG

Please fax results to [Redacted]

No Substitution Allowed  
 Do Not Refill  
 Refill Times

To request brand name dispensing, the prescriber must write "Medically Necessary" on the prescription.

Prescriber's Signature: [Redacted] DEA # [Redacted]

JET1107288201

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**From:** Amelia Aguirre  
**Sent:** Friday, July 18, 2014 9:42 AM  
**To:** Adam Rosendorff

**Cc:** Nicholas Menchel

**Subject:** Physician questioning results

Hi Adam,

Dr. Philip Chen would like to be called about Lipid Panel results for [REDACTED] ; DOB [REDACTED] from visit 7/10/14.

Dr. Chen indicated the results are not consistent with patient's history. This is the only patient Dr. Chen has sent to Theranos and the patient has only come in once.

He requested that we have someone from the lab call him to discuss the results.

Below is his contact information:

Provider; Miller School of Medicine in Miami, FL

Physician: Philip Chen

Telephone:

Thank you,

Amy