

Message

From: Sunny Balwani [/O=THERANOS ORGANIZATION/OU=FIRST ADMINISTRATIVE GROUP/CN=RECIPIENTS/CN=SBALWANI]
Sent: 7/19/2014 10:44:57 PM
To: Adam Rosendorff [/o=theranos organization/ou=exchange administrative group (fydibohf23spdlt)/cn=recipients/cn=adam rosendorfd92]
Subject: RE: Physician questioning results

that's awesome adam. I appreciate it. I think you are right, some will always be doubters – happens with every new technology. thanks.

From: Adam Rosendorff
Sent: Saturday, July 19, 2014 3:43 PM
To: Sunny Balwani
Subject: Re: Physician questioning results

Sunny

I was emphatic with Dr Chen regarding our rigorous validation and quality process. I did not agree with any of Dr Chens insinuations. In my experience there are always a handful of MDs who refuse to acknowledge scientific data about their patients. We have now reviewed the CTN image and all QC is in order.

If there is further messaging I should be relaying please let me know.

Adam

Sent from my iPhone

On Jul 19, 2014, at 2:16 PM, "Sunny Balwani" <sbalwani@theranos.com> wrote:

Adam.

we need to call this doctor and be a bit more firm about our performance. we can do a redraw but his ignorant comments are not OK. you can explain to him we run thousands of samples and our sample tracking is very tight.

we can do redraw for no charge to the patient, no problems..

thanks.

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

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

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 000000000113141 on SCU002287 (row 4 col 4)? It's from 7/11.

Thanks,

Tina

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?

From: Tina Lin

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

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,

<image001.png>

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

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?

<image002.jpg>

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: 305-243-2829

Thank you,

Amy