

To: Elizabeth Holmes[eholmes@theranos.com]
From: Elena Scheer
Sent: Sun 2/8/2015 12:47:20 AM
Importance: Normal
Subject: Amazing Special Needs Visit
Received: Sun 2/8/2015 12:47:21 AM
[REDACTED] [Lab Order.pdf](#)

Hi Elizabeth,

As we discussed yesterday, here are the details of an amazing visit with a special needs guest that happened 2/6/15 at our Palo Alto location.

I have been working with [REDACTED] since October. She originally called us because she was looking for an easier method of collecting blood for her son, [REDACTED] [REDACTED] has Down Syndrome and needs annual blood work and they haven't been able to run the tests for over two years because of traumatizing experiences with venipuncture. I have attached the letter [REDACTED] wrote to me when she faxed in his lab order.

We initially were going to schedule an appointment at 1601, but they were too busy to come in until recently. She was nervous to bring him into Walgreens, but after describing the setting and the procedure, they completed a visit!

Last night, I called [REDACTED] to see how the visit went. She told me that our Wellness Center does not look like a scary lab- it was easy for [REDACTED] to go inside without fear. [REDACTED] was comforted by the environment that we have established and the phlebotomist, [REDACTED] took extra care through the procedure. She talked to him about his favorite TV shows and he didn't even notice the finger prick! [REDACTED] was a little uncomfortable after the second collection, but no one had to hold him down, his father just steadied his arm. This experience was the polar opposite of their past attempts at blood collection. [REDACTED] has been afraid of getting blood draws, but after his visit on Friday he was smiling.

I am privileged to speak with people every day who are excited about Theranos, but since I have been working with this family for several months now, it has a special place in my heart.

Best,

Elena

Elena Scheer
Customer Service Associate
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(650) 320-2765

To: Elana @ Theranos
From: [REDACTED]
Re: Finger stick blood test for son, [REDACTED] ([REDACTED] years)
Date: 10/15/14

Elana, here is a copy of my son, [REDACTED] blood draw orders. It is from February 2014 so let me know if it needs to be updated.

To recap our phone discussion today, my son [REDACTED] has Down Syndrome and is [REDACTED] years old (dob: [REDACTED]). He needs to get a blood draw every year and is now so traumatized by it, that it's impossible for us to get it done. We have tried to get [REDACTED] blood drawn two times this year and each time he was so scared, he refused to even walk into the lab room. In the past we have had to have two to three people help restrain him in order to get his blood drawn, and one time, we had it done while he was under anesthesia for another procedure.

We don't want to have people hold him down anymore and would like to move towards him walking in and sitting down on his own without any fears. We're hoping the finger stick blood draw will help with this!

Please let us know if there is anything we can do to prepare him, or anything we should or shouldn't say. However, if he knows blood is involved (especially his blood) it will make him nervous. I'm thinking we should not tell him that they will be taking his blood so that we can at least get him into the room and seated. How to proceed from there is my question.

I will call soon to make an appointment for [REDACTED] at your headquarters. It will have to be a morning appointment since he will be fasting.

Thanks so much for all of your help!

[REDACTED]
[REDACTED]

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Tel: Fax:

Jeffrey T.G Tan, M.D. (NPI:1770597825)

Pediatrics

Patient:

Order Date: 02/27/2014 09:19 AM

DOB: Sex: Male Phone:

Today: 02/27/2014 01:05 PM

Address:

Primary Insurance Name: BLUE SHIELD PPO CHICO

Insurance Address: PO BOX 272540 , CHICO , CA , 959272540

Subscriber Number:

Name:

Address:

LABS:

Code	TestName	Fasting	Assessment(s)	Priority	Source	Coll Date and Time	Notes
	CBC With Differential/Platelet	N	758.0, Down's syndrome	Routine			
	Fasting Blood Glucose	Y	758.0, Down's syndrome	Routine			
	Hemoglobin A1c	N	758.0, Down's syndrome	Routine			
	TSH+Free T4	N	758.0, Down's syndrome	Routine			

Electronically Signed By: Jeffrey T.G Tan, M.D.

Signature of Patient/Guardian

Patient: DOB:

cc: David Ellison, MD