The Immune Deficiency Foundation (IDF) is the national patient organization dedicated to improving the diagnosis, treatment and quality of life of persons with primary immunodeficiency diseases through advocacy, education and research.

*IDF Liaisons are a part of the IDF Outreach Initiative, which is sponsored by Baxalta US Inc.*
Welcome

Congratulations on becoming an IDF Liaison! Your willingness to share your time, talents, and enthusiasm through the IDF Volunteer Network is greatly appreciated. You are joining a group of dedicated volunteers who strive to enrich the lives of people in the primary immunodeficiency (PI) community. IDF’s programs are greatly enriched through the participation of committed volunteers like you. We are pleased to have you join in on our efforts and are eager to have you get started.

Achieving IDF’s goal of improving the lives of individuals living with PI requires a nationwide effort. In addition to the commitment of our staff, we must have strong partnerships with individuals with PI, caregivers, physicians, and local community leaders. IDF Liaisons play a critical role in this effort.

As an IDF Liaison, you are a valuable member of IDF’s team. Your efforts will raise awareness and obtain community partners that will aid IDF in our mission. Your role as an IDF Liaison is key to helping people who live in your local area understand the importance of the work IDF does and be familiar with the resources available to healthcare providers and individuals with PI and their families.

This training guide will help you to have the best possible experience as a volunteer and provides answers to frequently asked questions.

If you have questions, contact the Volunteer Development Manager at volunteer@primaryimmune.org or 800-296-4433.

We are happy to have you as part of the team—our work together can help many individuals and families living with PI receive valuable IDF resources!
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What Is an IDF Liaison?

IDF Liaisons are volunteers trained to specifically connect and build relationships with healthcare professionals who care for individuals diagnosed with PI, as well as with clinicians who are likely to see these patients. Liaisons will encourage clinicians to discuss and share information about IDF with their patients and provide them with IDF resources. They will keep the medical staff apprised of new IDF programs and materials and ensure they have an inventory of supplies to distribute to their patients. Liaisons may also contact local medical associations to present information about IDF and the publications and programs IDF offers for healthcare professionals.

Providing healthcare providers and others in your local community with information about IDF resources and primary immunodeficiency diseases will result in:

- Increased diagnosis
- Resources and support for healthcare providers and individuals diagnosed with PI and their family members.

IDF Liaisons are supported by the Volunteer Development Manager, who will serve as the primary contact at IDF and assist in finding healthcare providers in the local community. Additionally, Liaisons will receive IDF Resource Kits with patient and healthcare professional resources to share. (A list of materials included in the kit are on page 16.

Why Does IDF Need Liaisons?

IDF often hears from individuals with PI and caregivers who have never heard about the Foundation. Many are disappointed to find out that, although they might have been receiving the best of care, they have missed out on valuable opportunities to learn and meet others with PI. In order to make everyone in the PI community aware of the valuable, free resources that IDF offers, Liaisons are needed to encourage their healthcare providers who treat PI to make IDF information readily available to their patients and family members on an ongoing basis.

IDF also needs Liaisons to help create awareness about PI in the medical community, which will help people receive a diagnosis. The average length of time between the onset of symptoms and a diagnosis of PI is between nine and 15 years. This is too long!

IDF Liaison Responsibilities

Represent IDF within your local medical community in the following ways.

- Encourage clinicians to discuss IDF with their patients and distribute IDF materials.
- Update the medical staff about new IDF programs and publications, making sure they have an inventory of supplies to distribute to patients and families.
- Contact local medical associations to educate them about IDF and highlight the many IDF resources available for healthcare professionals.
- Exhibit at local medical meetings to reach healthcare professionals in attendance.
- Generate awareness and distribute IDF materials to healthcare professionals who may not be familiar with PI.
- Receive updates from IDF whenever a new publication, program or issue is announced. They will share this information with healthcare providers in their area.
Let’s Get Started

Successful outreach requires planning to ensure that you will foster successful relationships with healthcare providers and other prospective community partners. There’s a lot more to outreach than simply making a phone call or sending an e-mail. Effective outreach takes careful preparation to maximize your efforts. By following the steps listed below, you will be successful in your role as an IDF Liaison.

Steps to Successful Outreach

- Know About IDF
- Understand Basic Information about PI
- Create a Contact List
- Develop and Practice Your Message
- Contact Individuals on Your List
- Maintain an Outreach Record
- Follow Up with Your Contacts and IDF

About the Immune Deficiency Foundation (IDF)

At some point, in your role as a Liaison, you will be asked, “What does your organization do?” This is the perfect opportunity to share the basic information below and give the individual an IDF information card and your IDF business card.

Mission Statement

The Immune Deficiency Foundation is the national patient organization dedicated to improving the diagnosis, treatment and quality of life of persons with primary immunodeficiency diseases through advocacy, education and research.

Primary immunodeficiency diseases (PI) are a group of more than 250 rare, chronic disorders in which part of the body’s immune system is missing or functions improperly. Because one of the most important functions of the normal immune system is to protect us against infection, patients with PI commonly have an increased vulnerability to infections, which can be recurrent, unusually severe, or won’t clear up. People with PI can face frequent health problems and often develop serious and debilitating illnesses.

While not contagious, these diseases are caused by hereditary or genetic defects. Although some disorders present at birth or in early childhood, the disorders can affect anyone, regardless of age or gender. Some affect a single part of the immune system; others may affect one or more components of the system. And while the diseases may differ, they all share one common feature: each results from a defect in one of the functions of the body’s normal immune system.

Years ago, a diagnosis of a PI meant extremely compromised lives, not just for the patients but for their families as well. Today, with early diagnosis and appropriate therapies, many patients diagnosed with a PI can live healthy, productive lives.

Founded in 1980, the Immune Deficiency Foundation (IDF) is the national non-profit patient organization dedicated to improving the diagnosis, treatment and quality of life of persons with PI through advocacy,
education and research. There are approximately 250,000 people who are diagnosed with PI in the U.S., and thousands more go undetected.

Individuals affected by PI often find it difficult to receive proper diagnosis, treatment and specialized healthcare. IDF estimates that the average length of time between onset of symptoms and diagnosis is between nine and 15 years. Patients also experience difficulties financing their healthcare, finding educational materials on the disease and locating others with whom to share their experiences. IDF helps individuals overcome these difficulties.

IDF provides accurate and timely information for patients and families living with PI and offers valuable resources. IDF…

- Helps the patient and medical community gain a broader understanding of PI through education and outreach efforts;
- Promotes, participates in, and conducts research that has helped characterize PI and given patients and physicians substantially improved treatment options;
- Addresses patient needs through public policy programs by focusing on issues such as insurance reimbursement, patient confidentiality, ensuring the safety and availability of immunoglobulin therapy, and maintaining and enhancing patient access to treatment options.

IDF does not charge patients or healthcare professionals for the educational materials or local programming that it provides. This is possible because of the generosity of the donors and sponsors who make gifts to IDF.

Thousands of individuals and families affected by PI depend on IDF for advocacy, education and empowerment.

**Frequently Asked Questions about PI**

As a Liaison, you aren’t expected to be an expert in the field of clinical immunology. However, you will want to know some basic information about primary immunodeficiency diseases (PI). Below, are some frequently asked questions about PI. Of course, IDF staff is always available to provide additional information.

**What are primary immunodeficiency diseases (PI)?**
Primary immunodeficiency diseases are a group of more than 250 rare, chronic disorders in which part of the body’s immune system is missing or functions improperly. While not contagious, these diseases are caused by hereditary or genetic defects. Some types affect a single part of the immune system; others may affect one or more components of the system.

**Who does PI affect?**
According to the Immune Deficiency Foundation (IDF), there are approximately 250,000 people diagnosed with PI in the U.S. Thousands more go undetected. Although some disorders present at birth or in early childhood, the disorders can affect anyone, regardless of age or gender.

**How is PI diagnosed?**
Medical and family history, physical exam, blood and immunoglobulin level tests and vaccines to test the immune response may be include in the diagnosis process. IDF estimates that the average length of time between onset of symptoms and diagnosis is between nine and 15 years. Fifty percent of those patients are 18+ years of age when diagnosed. People with PI are more susceptible to infections and health problems that lead to serious and debilitating diseases. It is critical to get an early diagnosis and proper medical care.
What are the symptoms of PI?

Infections that are:

- **Severe** – requires hospitalization or intravenous antibiotics
- **Persistent** – won’t completely clear up or clears slowly
- **Unusual** – caused by an uncommon organism
- **Recurrent** – keeps coming back
- **Runs in the Family** – others in your family have a similar susceptibility to infection

How is PI treated?

Immunoglobulin (Ig) replacement therapy is the primary treatment for patients with antibody disorders. In a recent IDF survey, 70 percent of those diagnosed with PI reported that they are being treated with immunoglobulin. Immunoglobulin in the fraction of blood plasma that contains antibodies.

What is THINK ZEBRA?

The PI community often identifies with zebras. This is based on an old saying. In medical school, many doctors learn the saying, “when you hear hoof beats, think horses, not zebras” and are taught to focus on the likeliest possibilities when making a diagnosis, not the unusual ones. However, sometimes physicians need to look for a zebra. Patients with PI are the zebras of the medical world. So IDF says THINK ZEBRA!

Develop and Practice Your Message

An elevator pitch is a brief, carefully planned and well-practiced message that will motivate a listener to request more information and/or support IDF’s efforts. The message typically lasts about 30 seconds—the time it takes people to ride from the top to the bottom of a building in an elevator and easily understood by any listener. The idea behind having an elevator pitch is that you are prepared to share information with anyone, at any time, even in an elevator.

When speaking with healthcare professionals, you can use the message to introduce IDF. It is important to have your speech memorized and practiced. Rehearse your 30 second elevator pitch with a friend or in front of a mirror. The important thing is to practice it aloud. You want it to sound natural. Get comfortable with what you have to say so you can breeze through it when the time comes.

Elevator Pitch Components

Based on your audience, your elevator pitch will need to be adjusted. However, it should always include the basic information listed below.

- **Who are you?**
  Smile (even if you are speaking on the phone). Introduce yourself as a Liaison with the Immune Deficiency Foundation (IDF).

- **What is the Immune Deficiency Foundation?** *(For individuals unfamiliar with IDF)*
  The Immune Deficiency Foundation (IDF), founded in 1980, is the national non-profit patient organization dedicated to improving the diagnosis, treatment and quality of life of persons with primary immunodeficiency diseases (PI) through advocacy, education and research.

- **Why is IDF important to you?**
  IDF is important to me because <I have PI. My child has PI, etc. Briefly explain your relationship to PI.>. 

IDF Liaison GUIDE - 7
What is your call to action?
As mentioned above, the call to action will depend upon your audience. Typical calls to action might include:

- Requesting a short meeting (10 minutes) with a healthcare provider who treats PI so you can share information about IDF resources for their patients and staff.
- Asking a healthcare provider who treats PI to distribute IDF materials in their clinic.
- Requesting a short meeting (10 minutes) with a healthcare provider who might not be familiar with PI so you can share IDF resources created for providers.
- Asking a healthcare provider who might not be familiar with PI to share IDF resources created for providers with other staff at their clinic.

Sample scripts for phone calls and in-person meetings are included on pages 22-24 of this guide. IDF staff can also help you develop your elevator pitch.

Contacting Individuals on Your List

Now that you have developed your message, it’s time to contact the individuals/prospects on your contact list. Since information has already been gathered about these prospects, you will have decided which of the following ways will be the best one to use when reaching out for the first time.

- E-mail
- Phone
- In-person

This section includes information to help you feel confident in your role as a Liaison regardless of the contact method you use.

E-mail
E-mail, when used properly, can be a great way to communicate. Although every situation will be different, the tips included in this section will help you send that first e-mail, or cold e-mail, or follow up with a contact.

- Use an e-mail program instead of a smart phone to send the message.
- The e-mail represents IDF and you. It is important for it to be professionally written.

Subject Field:
Use IDF in the subject field. Always deliver in your e-mail what you promise in your subject line. The following cold e-mail subject lines that have successful open rates.

- IDF Request or Immune Deficiency Foundation Request
- IDF Resources or Immune Deficiency Foundation Resources

Note: Use IDF in the subject field if the individual is familiar with the Immune Deficiency Foundation. Otherwise, spell out “Immune Deficiency Foundation.”

Greeting:
Begin the e-mail with a greeting such as, Dear XXXX,

Body:
The body of the e-mail is the section where information is shared with the recipient. The following tips will make it easier for the recipient to read and understand your e-mail.

- Keep the message brief and to the point.
- Avoid bold or colored text and decorative or colored backgrounds.
- Always spellcheck the e-mail, proofread for errors, capitalize sentences and use appropriate punctuation and grammar.
- Thank the recipient for their consideration of your request.

Note: Typing in capital letters is considered yelling or screaming.
Closing:
It is important to close the e-mail in a business-like way. The following closings work well.
- Sincerely,
- Best regards,

Signature:
Your signature should include your first and last name, volunteer role and contact information. For example:
Valerie Volunteer
IDF Liaison
E-mail: valerievolunteer@gmail.com
Phone: 123-456-7890

Immune Deficiency Foundation
www.primaryimmune.org

Note: Sample e-mails are available on pages 19-21.

Expectations Regarding Replies
As we know, life gets busy and e-mails are not always delivered as we expect. If you don’t receive a reply within 10 days, call the office using the steps outlined in the following “Phone” section or stop by the office using the steps in the “In-Person Meeting” section of this guide.

Phone
When a first call, also known as a cold call, is made to a prospect, by default, they are in a defensive position since unscheduled calls are subconsciously perceived as a sales call. On this call, your audience is not in listening mode. Therefore, you will want to get right to the point.

Your goal for the first call is to schedule a 10 minute meeting that fits into their calendar. Scheduling a meeting will guarantee that you'll have the individual's attention at that time.

Cold Calling Preparations
Contrary to popular belief, cold calling needn't be a chore. In fact, cold calling can actually be fun, if you go about it the right way. Here are some tips:

- Create and use a targeted list of prospects.
- Determine the best time frames for calling.
- Have a "script."
- Perfect your phone style before making any calls.
- Create familiarity all around you.
- Think about the tone of voice… Smile! It will show in your voice.
- Set a goal.
- Take a break.

An Opening that Doesn’t Work
The “Hi! How are you?” opening almost always elicits a defensive posture. They know that you not calling to find out how they are doing. Their natural response will be: “Why are you really calling me?” Also, you are asking them a question which is way too open ended.

Note: When contacting healthcare professionals, it is important to find out who will be your main point of contact. It might be a nurse or office manager. This information can be obtained by asking the receptionist.
Try This Opening
“Hi. This is Valerie Volunteer. I am a Liaison with the Immune Deficiency Foundation. Did I catch you at a bad time? "This does two things: It communicates respect for their time and acknowledges that you are, in fact, calling them at a time that may be inconvenient. Also, asking if it’s a “bad time,” as opposed to a good time leverages sales psychology’s easier to say “no” than “yes” to any question.

Note: If they say it’s a bad time, ask if tomorrow is better and then move on. They will appreciate you considering their time and will be more receptive the next time you call.

The Reason for the Call
After you determine that you have not caught them at a bad time, the next words out of our mouth should be “The reason for my call is…” Once you have their attention, you want to get right to the point. Again, the reason for your call is to schedule a 10 minute meeting to share information about valuable, free IDF resources for their patients with PI and staff. Avoid getting into details. Keep the discussion very high-level and focused on scheduling a meeting.

Schedule a Time
Say: “The earliest I have is next Thursday between 9 a.m. to 12 Noon. Or, I can meet at 2:00 – 5:00 p.m. that afternoon.” This gives them a choice of two times with a lot of leeway. They’ll choose one of the times, and if they don’t, ask for some times that work for their schedule.

If someone is too busy to meet with you, ask if there is someone else you can meet with instead. If not, let them know you’ll follow up again in a few weeks.

Follow Up with an E-mail
Within five minutes after the call, send a very short prepared thank you e-mail confirming the scheduled meeting time. The e-mail it will demonstrate professionalism and urgency.

Note: Sample phone scripts are available on pages 22-23.

Types of Responses
After a contact hears your message, they will be in one of four states:

- Skeptical
- Noncommittal/neutral
- Obliging/friendly
- Openly enthusiastic

Obviously, getting an appointment from somebody who is skeptical is harder than getting an appointment with somebody who is openly enthusiastic. However, it still makes sense to hedge your bets and ask in a way that's most likely to get a positive response. Matching your "initial close" to the apparent interest level of the prospect makes it far more likely that you'll get an appointment. With that in mind, here's how to ask for an appointment with different types of contacts:

The Individual Seems Skeptical
In this case, your goal is to keep the conversation going and figure out why the prospect is skeptical, while opening the possibility of a future meeting if those issues are addressed. Here's what you might say: "I know that you are unfamiliar with the work that IDF does. I’d love to talk to you for 10 minutes about free IDF resources for your patients with PI and your staff. Are you available next Thursday or Friday after 1 p.m. to meet for 10-15 minutes?"
The Individual Seems Noncommittal or Neutral
In this case, you’re not concerned with answering objections. However, you still want to keep the conversation going and find out whether there is enough interest to move forward, you might say: "I would like to give you more information about free IDF resources for your patients with PI and your staff. Are you available next Thursday or Friday after 1 p.m. to meet for 10 minutes?"

The Individual Seems Friendly and Obliging
You want to keep the conversation going in order to make the idea of an appointment seem like something worthy of the prospect’s attention. Here’s how: "I would love to talk with you about IDF. What is the best way to get on your calendar?"

The Individual Seems Openly Enthusiastic
You simply ask for the meeting in as straightforward a way as possible. For example: "When's a good time for us to talk?" How does this week work? Or, is next week more convenient?"

In-person
When meeting with your contacts, it is important to keep things professional and focused on the reason the meeting was scheduled. For example, if you want to use the in-person approach as a first contact with a healthcare provider, you can:

- Stop in at the office, introduce yourself, briefly tell why you are there and ask if there is someone you can talk to for 10 minutes, today or a different day, in order to provide free information from IDF that will help individuals with PI and family members/healthcare providers.

- At the end of a medical appointment, take one minute to tell the healthcare provider you would like to provide free information from IDF that will help individuals with PI and family members/healthcare providers. Then, ask who you should contact in order to schedule a 10 minute meeting to share the information. If the provider says, “I’m the one.” Then, ask how they would like you to schedule a 10 minute meeting with them.

During the Meeting
Step 1: Introduction of Yourself and IDF (If the person knows you and IDF, skip this step.)

At the beginning of the meeting, introduce yourself and share basic information about IDF. Your prospects may only know you by e-mail or not at all. So take a moment to give the introduction to IDF a personal touch. A good place to start is by using information from your elevator speech, which is repeated below with some additional information.

- **Who are you?**
  Introduce yourself as a Liaison with the Immune Deficiency Foundation (IDF).

- **What is the Immune Deficiency Foundation?**
  The Immune Deficiency Foundation (IDF), founded in 1980, is the national non-profit patient organization dedicated to improving the diagnosis, treatment and quality of life of persons with primary immunodeficiency diseases (PI) through advocacy, education and research.

- **Why is IDF important to you?**
  IDF is important to me because <I have PI. My child has PI, etc. When <my child, I> was diagnosed, I relied on IDF for accurate information and support. > Briefly explain your relationship with PI.
Step 2: A Little about Them
Remember, this is a two-way conversation. It is important to create a relationship with the provider and gather information about them and their practice.

Building rapport is essential when asking for support. Interviewing the provider will help you gauge their interest in the work that IDF does. It can also help you to determine how likely they are to engage in spreading awareness and as a champion for our message.

- How did you become interested in treating primary immunodeficiency diseases?
- What is your area of specialty? (i.e., allergy, infectious disease, etc.)
- How many patients with PI do you treat? Do you treat adults, children or both?

Note: One of the forms in the IDF Resource Kit is “Healthcare Providers Information Form.” Some of the information you receive should be entered on this form and returned to IDF. A sample form is on page 29 of this guide.

Step 3: Deeper Dive
At this point, you've established a rapport with the provider, and they're more likely to be receptive to hearing the details of what you would like them to do. This is the opportunity to dive deeper into the great work IDF is doing.

Remember, this isn't where you ask for their support, this is where you get a buy-in. Your goal here should be to clearly explain how IDF can help their patients and them by providing free resources to their patients and staff. If they seem interested, you can also share opportunities that are available for healthcare professionals, such as information about:

- IDF Consulting Immunologist Program
- IDF & USIDNET LeBien Visiting Professor Program
- Publications for healthcare providers
- Locating a Specialist who treats PI – Would the provider like to be added to the list of specialists IDF sends to patients/caregivers looking for a provider who treats PI? If so, this is the perfect time to ask the provider to complete the “Healthcare Providers Information” form or ask them if you can complete it for them. If you are completing the form, please ask the questions on the form to the provider.

Step 4: The Ask
This step is often the most challenging, as it has a few moving parts. Here's how they break down:

Plainly state what you would like the provider to do. For example: Distribute IDF materials to patients and caregivers.

If you've successfully built upon each step of this process, the ask will be natural and your prospect will feel more connected to IDF, and be more compelled to help.

Step 5: The Thank You
No matter the outcome of your meeting, the last and most important step is to thank them for their time, support and commitment to IDF.

This step is so crucial because, whether or not you're able to achieve your goal at that particular meeting, time you engage with the provider is an opportunity to cultivate their relationship with IDF. And, when you try again, it will be that much easier to re-engage with that person.
Maintain a Contact List & Outreach Record

The importance of maintaining a list of contacts in addition to the outcome of your efforts with each individual can't be emphasized enough. Although we would like to remember the details of each interaction, it is difficult. Therefore, making a few notes after each e-mail, call or in-person meeting will keep you on top of your game!

It is suggested that one IDF Liaison Contact & Outreach Record is used for each individual on your contact list. This will be an easy way to track the outreach with each individual and report it to IDF. The form is available on page 14 of this guide.

Following Up with Your Contacts

It would be great if everyone we contacted took it upon themselves to ask IDF for additional materials and keep up with IDF to learn about new programs and resources for themselves, their patients and family members or staff. Unfortunately, this isn’t reality. Therefore, regular follow up to find out if additional materials are needed or to introduce new publications or programs will be important. Sample follow up scripts are available on page 27.

Reporting to IDF

IDF Liaisons should report their interactions with each individual as soon as possible to the IDF Volunteer Development Manager. Timely reporting will enable IDF to update the healthcare provider’s contact information and, if necessary, provide follow up or materials to the provider.

After Each Interaction with a Healthcare Provider

Please send the following materials to the IDF Volunteer Development Manager.

- Copy of the IDF Liaison Contact & Outreach Record (Page 14)
- Healthcare Professional Information Form(s) (Page 25)

On a Monthly Basis

- Send an IDF Liaison Activity Report to the IDF Volunteer Development Manager– (Page 28).

Other Outreach Opportunities

Medical Associations and Meetings

Professional medical associations are a valuable resource for healthcare professionals. These associations often hold conferences and meetings across the country. Some associations are national, and others can be regional or local. If an association hosts a meeting near you, it is a great opportunity to connect with the healthcare professionals who attend. You can reserve exhibit space or contact the association to arrange another way to reach out their membership and educate them about the many IDF resources available for healthcare professionals.

Promoting the IDF Mission

You have the power to promote awareness of primary immunodeficiency diseases (PI), and IDF can provide you with the resources. If members of our community, like you, work to educate and inform people and healthcare professionals about PI, hopefully this will lead to early diagnosis and appropriate treatment.
Here are some ways that you can help raise awareness in your community:

- Serve as a guest presenter at meetings for local civic organizations like Kiwanis or Lions clubs to share the IDF story
- Ask to be a guest speaker to nursing or pre-med students in a biology or health related class to talk about primary immunodeficiency (PI)
- Identify health or awareness fairs in your area that will allow you to set-up an IDF table to pass out materials and answer inquiries

**Presenting to Groups and Organizations**

Giving a great presentation, one that is interactive, takes preparation and practice. Having a firm grasp of the subject matter, in this case IDF programs and services, and knowing what to say will go a long way in inspiring the audience.

**Know what you are going to say and why**

This doesn't mean memorize a speech; have the main speaking points ready, but know the subject well enough to improvise. Know why people should listen and care.

**Practice, practice, practice**

Know the slides or props and rehearse the talk ahead of time. Practice in front of a friend or family member who can give helpful feedback. If possible, practice where the presentation will take place.

**Arrive early**

Get to know the room and arrange it to make it easy for the audience to interact with one another. If you are using a projector or other audio visual equipment, test it to make sure everything is in working order.

**Engage the audience right from the start and keep them engaged so they pay attention and learn.**

- Begin with a question or two to make them curious about the topic and also to let them share their knowledge.
- Share stories with which the audience can identify with such as needing more information on a topic. Help persuade the audience to care rather than telling them why they should care.
- Have visual aids, like handouts, in the room to get the audience familiar with the topic. This also gives them something to do until the presentation begins.
- Keep track of the time and stay on schedule.

**Inspire the audience to action.**

- Provide time so the audience can ask questions.
- Tell the audience that every action a person takes can make a difference.
- Thank them for attending.

When practicing and giving your presentation, follow these simple guidelines.

**Speak slowly**

Nervousness tends to make people rush through things in order to get it over quickly. Slow down a little and let the words sink in. However, don’t speak so slowly that people become anxious.
Speak to individuals
Look for friendly faces and make eye contact. By directing the talk to individuals, you will engage listeners more deeply in the presentation. People generally want the speaker to do well and they will offer encouraging nods that may boost your confidence.

Speak loudly
Ahead of time, figure out how loudly you need to speak so the person in the back of the room hears you talking. At the beginning, ask if the people in the back can hear you.

Pause
Take time in between topics or important points to pause and let new concepts or ideas sink in. This also allows people to ask questions and clarify what they are learning.

Show enthusiasm
An enthusiastic speaker can get an audience excited about anything.

Don’t worry
Don’t agonize over mistakes or apologize to the audience. Act confident and proceed right through the stumbles or words misspoken. The audience forgives you.

Follow Up
After the event. Send a note to the group thanking them for the opportunity to speak.

Note: IDF staff is able to help you develop talking points or slides for a presentation.
IDF Resource Kit

We have put together a variety of different resources to assist you with outreach as an IDF Liaison. The IDF Resource Kit contains useful and informative literature, which should be shared with your prospects. It is important that you become familiar with the information contained in your kit, so that you will know which materials will be most helpful in answering a prospect’s questions.

Materials for Patients & Families
(Quantity Included, Title/Name)

1. Our Immune System, 2nd Edition
1. A Zebra Tale
1. IDF School Guide: Information about Students with Primary Immunodeficiency Diseases, 3rd Edition
5. Learn More IDF Awareness Poster
25. Learn More IDF Awareness Business Cards & a Card Holder
1. IDF Presents: Battle of the Bands (Comic Book)
1. IDF Health Insurance Toolkit
1. SCID: A Parent’s Guide
1. IDF Teen Program Brochure
1. Infants with SCID should NOT receive Live Rotavirus Vaccine

Materials for Healthcare Professionals
(Quantity Included, Title/Name)

1. IDF Diagnostic & Clinical Care Guidelines for Primary Immunodeficiency Diseases, 3rd Edition
1. IDF Guide for Nurses: Immunoglobulin Therapy for Primary Immunodeficiency Diseases, 3rd Edition
1. Clinical Focus on Primary Immunodeficiencies: Subcutaneous Immunoglobulin Replacement
1. Clinical Focus on Primary Immunodeficiencies: Clinical Update in Immunoglobulin Therapy for Primary Immunodeficiencies
1. Clinical Focus on Primary Immunodeficiencies: Chronic Granulomatous Disease
5. Healthcare Provider Information Forms
5. Zebra pens
<table>
<thead>
<tr>
<th>Name of Individual</th>
<th>Company or Organization</th>
<th>Contact Method</th>
<th>Contact Date</th>
<th>Result of Contact</th>
<th>Follow Up Date, Time &amp; Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>John Doe, MD</td>
<td>Illinois Immunology Center 123 University Drive My City, IL 12345 Phone: 123-456-7890 E-mail: <a href="mailto:jdoe@IIC.com">jdoe@IIC.com</a></td>
<td>Phone</td>
<td>1/5/15</td>
<td>Spoke to receptionist, Sue Green, regarding the best person to meet with for 10 minutes who can help distribute IDF information in the PI clinic. Referred to Jane Brown, RN. Spoke to Jane &amp; will meet with her on 1/9/15 at 10:00 AM.</td>
<td>1/9/15 @ 10:00 AM In-person</td>
</tr>
<tr>
<td>Jane Brown, RN</td>
<td>Illinois Immunology Center 123 University Drive My City, IL 12345 Phone: 123-456-7890 E-mail: <a href="mailto:jbrown@IIC.com">jbrown@IIC.com</a></td>
<td>In-person</td>
<td>1/9/15</td>
<td>Met with Jane &amp; introduced to Dr. Doe. Explained the importance of making IDF information available for individuals with PI and caregivers. Jane will post a “Learn More” poster in each exam room &amp; reception area. “Learn More” cards will also be available in both areas.</td>
<td>3/2/15 Call Jane regarding supply &amp; check in</td>
</tr>
<tr>
<td>Jane Brown, RN</td>
<td>Same as above</td>
<td>Phone</td>
<td>3/2/15</td>
<td>Jane reports they still have a good supply of posters &amp; cards. I shared information about an upcoming IDF Education Meeting and the Walk for PI. Jane agrees to distribute invitations &amp; walk info. IDF will be notified and send the information to Jane.</td>
<td>6/1/15 E-mail Jane to check in</td>
</tr>
<tr>
<td>Jane Brown, RN</td>
<td>Same as above</td>
<td>E-mail</td>
<td>6/1/15</td>
<td>Jane needs additional “Learn More” cards. I shared information about an upcoming Teen Escape. Jane will distribute these invitations to parents of teens. IDF will be notified and send the invitations to Jane.</td>
<td>9/10/15 E-mail to Jane to check in</td>
</tr>
</tbody>
</table>
IDF Liaison Contact & Outreach Record

Use one form per contact.

**Liaison’s Name:**

*Please send a copy of this record to IDF after each interaction.*

<table>
<thead>
<tr>
<th>Name of Individual</th>
<th>Company or Organization</th>
<th>Contact Method</th>
<th>Contact Date</th>
<th>Result of Contact</th>
<th>Follow Up Date, Time &amp; Method</th>
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</tbody>
</table>
Sample E-mails

Sample 1: A Healthcare Provider Familiar with IDF (Known by the volunteer)

SUBJECT: IDF Request

Dear Dr. Jones,

As you know, I am a Liaison with the Immune Deficiency Foundation (IDF).

I am hoping you or a staff member might be available for a 10 minute meeting at 3:00 p.m. on Wednesday, October 14. I would like to share information about IDF’s free programs and resources available for your patients with primary immunodeficiency diseases and your staff.

Thank you for your consideration of this request and your support of IDF. I look forward to hearing from you.

Sincerely,
Valerie Volunteer

IDF Liaison
Phone: 123-456-7890
E-mail: valerievolunteer@gmail.com

Immune Deficiency Foundation
www.primaryimmune.org

Sample 2: A Healthcare Provider Familiar with IDF (Not known by the volunteer)

SUBJECT: IDF Request

Dear Dr. Doe,

My name is Valerie Volunteer. I am a Liaison with the Immune Deficiency Foundation (IDF).

I am hoping you or a staff member might be available for a 10 minute meeting at 3:00 PM on Wednesday, October 14th. I would like to share information about IDF’s free programs and resources available for your patients with primary immunodeficiency diseases and your staff.

Thank you for your consideration of this request and your support of IDF. I look forward to hearing from you.

Sincerely,
Valerie Volunteer

IDF Liaison
Phone: 123-456-7890
E-mail: valerievolunteer@gmail.com

Immune Deficiency Foundation
www.primaryimmune.org
Sample 3: A Healthcare Provider Not Familiar with IDF

SUBJECT: Immune Deficiency Foundation Request

Dear Ms. Brown,

My name is Valerie Volunteer. I am a Liaison with the Immune Deficiency Foundation (IDF). IDF is the national patient organization dedicated to advocacy, education and research for primary immunodeficiency diseases (PI).

I am hoping you or a staff member might be available for a 10 minute meeting at 3:00 p.m. on Wednesday, October 14. I would like to share information about IDF’s free programs and resources available for your patients with primary immunodeficiency diseases and your staff.

Thank you for your consideration of this request. I look forward to hearing from you.

Sincerely,
Valerie Volunteer

IDF Liaison
Phone: 123-456-7890
E-mail: valerievolunteer@gmail.com

Immune Deficiency Foundation

--------------------------------------------------------------------------------------------------

Sample 4: Thank You Email after an In-Person Meeting

SUBJECT: IDF Thank You

Dear XXXX,

Thank you so much for taking time from your busy schedule to meet with me on October 14. Your support of the Immune Deficiency Foundation and patients with primary immunodeficiency diseases is greatly appreciated.

I look forward to working with you. Please contact me if you need anything from IDF.

Sincerely,
Valerie Volunteer

IDF Liaison
Phone: 123-456-7890
E-mail: valerievolunteer@gmail.com

Immune Deficiency Foundation

www.primaryimmune.org

--------------------------------------------------------------------------------------------------
Sample 5: Thank You E-mail after a Reply to Your E-mail to Request a Meeting

SUBJECT: IDF Thank You

Dear Dr. Doe,

Thank you for contacting me to confirm that your nurse, Ms. Brown, is available to meet with me at 10:30 a.m. on Wednesday, October 14. Your support of the Immune Deficiency Foundation and patients with primary immunodeficiency diseases is greatly appreciated.

I look forward to working with you and meeting Ms. Brown. Meanwhile, please contact me if you need anything from IDF.

Sincerely,
Valerie Volunteer

IDF Liaison
Phone: 123-456-7890
E-mail: valerievolunteer@gmail.com

Immune Deficiency Foundation
www.primaryimmune.org

Cc: Ms. Smith

------------------------------------------------------------------------------------------------------------------

Sample 6: Thank You Email after a Phone Call Requesting a Meeting

SUBJECT: IDF Thank You

Dear Dr. Jones,

Thank you for your willingness to meet with me at 10:30 AM on Wednesday, October 14th. Your support of the Immune Deficiency Foundation and patients with PI is greatly appreciated.

I look forward to meeting you. Meanwhile, please contact me if you need anything from IDF.

Sincerely,
Valerie Volunteer

IDF Liaison
Phone: 123-456-7890
E-mail: valerievolunteer@gmail.com

Immune Deficiency Foundation
www.primaryimmune.org

------------------------------------------------------------------------------------------------------------------
Sample Phone Scripts

Sample 1: A Healthcare Provider Familiar with IDF (Known by the volunteer)

Hello, Dr. Jones! As you know, I am a Liaison with the Immune Deficiency Foundation (IDF).

I am hoping you or a staff member might be available for a 10 minute meeting between 9:00 AM – noon or 2:00 – 5:00 PM on Wednesday, October 14th. I would like to share information about IDF’s free programs and resources available for your patients with PI and staff.

<Dr. Jones says he can meet with you.>

Great! I look forward to meeting with you on Wednesday, October 14th at 4:30 PM. I’ll follow up with an email to confirm the time. Thank you for your support of IDF.

Goodbye.

<Valerie sends an email to confirm the time.>

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Sample 2: A Healthcare Provider Familiar with IDF (Not known by the volunteer)

Hello! I am a Liaison with the Immune Deficiency Foundation (IDF).

I am hoping you or a staff member might be available for a ten – 15 minute meeting between 9:00 AM – noon or 2:00 – 5:00 PM on Wednesday, October 14th. I would like to share information about IDF’s free programs and resources available for your patients with PI and staff.

<Dr. Doe says his nurse, Ms. Brown, can meet with you.>

Great! I look forward to meeting with Ms. Brown on Wednesday, October 14th at 4:30 PM. I’ll follow up with an email to confirm the time. Thank you for your support of IDF.

Goodbye.

<Valerie sends an email to confirm the time.>

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Sample 3: A Healthcare Provider Not Familiar with IDF

Hello, Ms. Green! My name is Valerie Volunteer. I am a Liaison with the Immune Deficiency Foundation (IDF). IDF, founded in 1980, is the national patient organization dedicated to advocacy, education and research for primary immunodeficiency diseases (PI).

I am hoping a member of your staff might be available for a ten – 15 minute meeting between 9:00 AM – noon or 2:00 – 5:00 PM on Wednesday, October 14th. I would like to share information about IDF’s free programs and resources available for your patients with PI and staff.

<Ms. Green forwards you to the nurse, Ms. Brown. Ms. Brown tells you she is available on Wednesday, October 14th at 4:30 PM.>

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Great! I look forward to meeting with you on Wednesday, October 14th at 4:30 PM. I’ll follow up with an email to confirm the time. Thank you for your support of IDF.

Goodbye.

<Valerie sends an email to confirm the time.>

Sample In-Person Meeting Scripts

Sample 1: A Healthcare Provider Familiar with IDF (Known by the volunteer)

Hi, Dr. Jones. Thank you for meeting with me.

The first thing we should do is make sure IDF has your updated contact information. The information is used to keep you updated regarding events and resources in addition to making sure IDF sends the correct information to individuals looking for a clinical immunologist. (The Liaison or healthcare provider should complete the Healthcare Provider Information Form.)

The Immune Deficiency Foundation often hears from individuals with PI and caregivers who have never heard about IDF. They are disappointed to find out that they have missed out on valuable opportunities to learn and meet others with PI. Therefore, I am working with IDF to help healthcare providers have information readily available for their patients with PI and their family members.

IDF has created this kit for healthcare providers who treat PI. The kit contains publications to have available as samples in your clinic. It also contains posters, which can be displayed to create awareness about IDF programs and resources. Finally, the kit includes small business cards that can be displayed and distributed to patients and family members, which will encourage them to contact IDF.

It would be greatly appreciated by IDF, patients and family members if you are able to display the posters and cards in your office. Do you think this is possible?

Thank you so much for your help to connect patients and family members with IDF. I’ll follow up with you next month to find out if additional materials are needed and whenever new IDF resources are available.

Again, thank you for meeting with me today!

<After the meeting, Valerie sends an email thanking the provider for their time.>

Sample 2: A Healthcare Provider Familiar with IDF (Not known by the volunteer)

Hi, Ms. Brown. I’m Valerie Volunteer, a Liaison with the Immune Deficiency Foundation. Thank you for meeting with me. I became involved with IDF when I was diagnosed with a primary immunodeficiency disease five years ago.

The first thing we should do is make sure IDF has updated contact information about your providers who treat PI. The information is used to keep you updated regarding events and resources in addition to making sure IDF sends the correct information to individuals looking for a clinical immunologist. (The Liaison or healthcare provider should complete the Healthcare Provider Information form.)

The Immune Deficiency Foundation often hears from individuals with PI and caregivers who have never heard about IDF. They are disappointed to find out that they have missed out on valuable opportunities to learn and meet others with PI. Therefore, I am working with IDF to help healthcare providers have information readily available for their patients with PI and their family members.

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It would be greatly appreciated by IDF, patients and family members if you are able to display the posters and cards in your office. Do you think this is possible?

Thank you so much for your help to connect patients and family members with IDF. I’ll follow up with you next month to find out if additional materials are needed and whenever new IDF resources are available.

Again, thank you for meeting with me today!

<After the meeting, Valerie sends an email thanking the provider for their time.>
about IDF. They are disappointed to find out that they have missed out on valuable opportunities to learn and meet others with PI. Therefore, I am working with IDF to help healthcare providers have information readily available for their patients with PI and their family members.

IDF has created this kit for healthcare providers who treat PI. The kit contains publications to have available as samples in your clinic. It also contains posters, which can be displayed to create awareness about IDF programs and resources. Finally, the kit includes small business cards that can be displayed and distributed to patients and family members, which will encourage them to contact IDF.

It would be greatly appreciated by IDF, patients and family members if you are able to display the posters and cards in your office. Do you think this is possible?

Thank you so much for your help to connect patients and family members with IDF. I’ll follow up with you next month to find out if additional materials are needed and whenever new IDF resources are available.

Again, thank you for meeting with me today!

<After the meeting, Valerie sends an email thanking the provider for their time.>

---

Sample 3: A Healthcare Provider Not Familiar with IDF

Hi, Ms. Brown (Nurse). I’m Valerie Volunteer, a Liaison with the Immune Deficiency Foundation (IDF). Thank you for meeting with me. I became involved with IDF when my child was diagnosed with a primary immunodeficiency 10 years ago.

The first thing we should do is make sure IDF has updated contact information about you and the providers who treat PI at your clinic. The information is used to keep you updated regarding events and resources in addition to making sure IDF sends the correct information to individuals looking for a clinical immunologist. (The Liaison or healthcare provider should complete the Healthcare Provider Information Form.)

The Immune Deficiency Foundation often hears from individuals with PI and caregivers who have never heard about IDF. They are disappointed to find out that they have missed out on valuable opportunities to learn and meet others with PI. Therefore, I am working with IDF to help healthcare providers have information readily available for their patients with PI and their family members.

IDF has created this kit for healthcare providers who treat PI. The kit contains publications to have available as samples in your clinic. It also contains posters, which can be displayed to create awareness about IDF programs and resources. Finally, the kit includes small business cards that can be displayed and distributed to patients and family members, which will encourage them to contact IDF.

It would be greatly appreciated by IDF, patients and family members if you are able to display the posters and cards in your office. Do you think this is possible?

Thank you so much for your help to connect patients and family members with IDF. I’ll follow up with you next month to find out if additional materials are needed and whenever new IDF resources are available.

Again, thank you for meeting with me today!

<After the meeting, Valerie sends an email thanking the provider for their time.>
HEALTHCARE PROVIDER
Information Form

I am: (check all that apply): □ Physician  □ Nurse  □ Other: ________________

<table>
<thead>
<tr>
<th>Provider Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last Name:</td>
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<tr>
<td>First:</td>
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<tr>
<td>Middle:</td>
</tr>
<tr>
<td>Employer:</td>
</tr>
<tr>
<td>Job Title:</td>
</tr>
<tr>
<td>Size of Practice:</td>
</tr>
</tbody>
</table>

| Street address:       |
| City:                 |
| State:                |
| Zip Code:             |
| Country:              |

| Appointment Phone Number: ( ) |
| Office Number: ( ) |
| Fax: ( ) |

<table>
<thead>
<tr>
<th>Degree:</th>
<th>Other Degrees:</th>
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<tbody>
<tr>
<td>Email:</td>
<td>Hospital Affiliation:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Indicate Your Specialty</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Allergy</td>
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<tr>
<td>□ ENT</td>
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<tr>
<td>□ Family Practice</td>
</tr>
<tr>
<td>□ Hematology</td>
</tr>
<tr>
<td>□ Immunology</td>
</tr>
<tr>
<td>□ Infectious Disease</td>
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<tr>
<td>□ Internal Medicine</td>
</tr>
<tr>
<td>□ Pediatrics</td>
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<tr>
<td>□ Pulmonology</td>
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<tr>
<td>□ Rheumatology</td>
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<tr>
<td>□ Other:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Do you follow any patients with a primary immunodeficiency disease (PI)?</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Yes  □ No</td>
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</table>

If yes, approximately how many patients have a PI? __________

<table>
<thead>
<tr>
<th>Do you follow patients with any of the following diagnoses? (Check all that apply):</th>
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</thead>
<tbody>
<tr>
<td>□ Agammaglobulinemia (XLA)</td>
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<tr>
<td>□ Ataxia-Telangiectasia (A-T)</td>
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<tr>
<td>□ Chronic Granulomatous Disease (CGD)</td>
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<tr>
<td>□ Common Variable Immune Deficiency (CVID)</td>
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<td>□ Complement Deficiency</td>
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<tr>
<td>□ DiGeorge Anomaly</td>
</tr>
<tr>
<td>□ Hereditary Angiodema</td>
</tr>
<tr>
<td>□ Hyper IgM Syndrome</td>
</tr>
<tr>
<td>□ Hypogammaglobulinemia</td>
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<tr>
<td>□ IgG Subclass Deficiency</td>
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<tr>
<td>□ Selective IgA Deficiency</td>
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<tr>
<td>□ Severe Combined Immune Deficiency (SCID)</td>
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<tr>
<td>□ Severe Congenital Neutropenia</td>
</tr>
<tr>
<td>□ Specific Antibody Deficiency</td>
</tr>
<tr>
<td>□ Wiskott-Aldrich Syndrome (WAS)</td>
</tr>
<tr>
<td>□ Other (please specify):</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Please indicate whether the patients with the corresponding diagnoses are adults or children.</th>
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<tr>
<td>□ Adult □ Pediatric □ Adult □ Pediatric □ Adult □ Pediatric □ Adult □ Pediatric □ Adult □ Pediatric □ Adult □ Pediatric □ Adult □ Pediatric □ Adult □ Pediatric □ Adult □ Pediatric □ Adult □ Pediatric □ Adult □ Pediatric □ Adult □ Pediatric □ Adult □ Pediatric □ Adult □ Pediatric □ Adult □ Pediatric</td>
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IDF Liaison GUIDE - 25
Current Treatments Provided in Office

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<tr>
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<tbody>
<tr>
<td>Intravenous Immunoglobulin (IVIG)</td>
<td>Subcutaneous Immunoglobulin (SCIG)</td>
<td>Intramuscular Immunoglobulin (IMIG)</td>
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<tr>
<td>Gamma Interferon</td>
<td>PEG-ADA</td>
<td>Prophylactic Antibiotic Therapy</td>
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<tr>
<td>Other: ________________________</td>
<td>Other: ________________________</td>
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</table>

Please list all Professional Memberships: 

Please list all Board Certifications: 

How did you hear about IDF?

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<tr>
<td>Internet</td>
<td>Newspaper Article/News Story</td>
</tr>
<tr>
<td>Healthcare Professional</td>
<td>Company providing a product or service to the PI Community</td>
</tr>
<tr>
<td>Other Patient/Family Member</td>
<td>Other ________________________</td>
</tr>
<tr>
<td>IDF Materials</td>
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</tbody>
</table>

We look forward to having you as part of the IDF Community.
Sample Follow-up Scripts

E-mail

Dear Dr. Jones,

I’m contacting you to find out if you need additional IDF awareness cards. I also have invitations for the IDF Family Conference Day, which is scheduled at <Location> on Saturday, October 24 at 9:00 a.m. – 3:00 p.m. I’m glad you are able to present at the conference! I’ll stop by the clinic on Friday around noon to drop off the invitations. If you need awareness cards, I’ll also have them with me.

Meanwhile, please let me know if you need anything else. Otherwise, I’ll stop by for a couple minutes on Friday around noon.

Thanks so much for your support of IDF!

Sincerely,
Valerie Volunteer
IDF Liaison
Phone: 123-456-7890
E-mail: valerievolunteer@gmail.com
Immune Deficiency Foundation
www.primaryimmune.org

Phone

Hi, Ms. White! This is Valerie Volunteer.

I’m calling to find out if you need additional IDF awareness cards. I also have invitations for an IDF Family Conference Day, which is scheduled at <Location> on Saturday, October 24 at 9:00 a.m. – 3:00 p.m. I’ll stop by the clinic on Friday around noon to drop off the invitations. If you need awareness cards, I’ll also have them with me.

Meanwhile, please call me at 123-456-7890 if you need anything else. Otherwise, I’ll stop by for a couple minutes on Friday around noon.

Thanks so much for your support of IDF!

Bye!

In-Person

Hi, Ms. Smith!

I’m stopping by to drop off invitations for the IDF Family Conference Day, which is scheduled at <Location> on Saturday, October 24th at 9:00 AM – 3:00 PM. We are so glad Dr. Mark is presenting at it.

I also have IDF awareness cards with me. Do you need any of them yet?

Thanks so much for your help sharing information about the IDF Family Conference Day with your patients and family members. Please let me know if you need anything from IDF.

Bye!
IDF Liaison Activity Report

Please submit this report to IDF on a monthly basis.

Liaison Name__________________________________________________

Indicate Time for Activity Area (see descriptions below)

<table>
<thead>
<tr>
<th>Date</th>
<th>Task Description</th>
<th>Calls</th>
<th>Administrative</th>
<th>Outreach</th>
<th>Other</th>
<th>Total</th>
</tr>
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<tbody>
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</table>

Please record your time in increments of .25 hours (.25 = 15 minutes, .50 = 30 minutes, etc.) and indicate the activity area(s) in which you worked.

**IDF Liaison Activity Areas**

- **Calls**: Tasks include identifying prospects and decision-makers via phone, contacting prospects to arrange face-to-face meetings, etc.
- **Administrative**: Tasks include completing forms, making notes regarding current and new prospects, creating/updating prospect lists, online searches, etc.
- **Outreach**: Tasks include face-to-face meetings, etc.
- **Other**: Any other tasks performed related to the position.

**IDF Follow-up Request**

Please note any follow up that should be completed by IDF or request materials:

IDF Liaison GUIDE - 28
IDF Contact Information

For IDF Liaison questions:

Immune Deficiency Foundation
Evette Watson
Volunteer Development Manager
110 West Road, Suite 300
Towson, Maryland 21204
800-296-4433
volunteer@primaryimmune.org

Thank You!

Thank you for raising your hand and joining the IDF Volunteer Network as an IDF Liaison. We look forward to supporting you as you spread awareness about IDF’s efforts with the people in your area. Your work is greatly appreciated by IDF and individuals in the PI community!