

## Promotion of the National ALS Registry to Non-referral Centers: Checklist for Follow-up Call One- week Post-mailing to Neurologists' Offices

Checklist of points to be covered during each follow-up call to neurologists and neurology practices one week after the mailing:

All practices:

- Identify self, where calling from and project
- Identify name and title of person who answered the phone
- Request to speak with contact person provided during previous call
- Identify name(s) of neurologist(s) within practice
- Confirm if informational packet was received
  - If no:
    - Confirm address and fax number
    - Inform caller that a new packet of materials will be faxed within two business days
  - If yes, encourage neurologist to hang the poster, read the materials, sign up for the continuing medical education webinar, order additional materials, and distribute the patient brochures, as applicable
- Ask if there are any questions
- Provide our contact information for any questions in the future
- Inform the speaker that we will be calling again in a couple of months about the material
- Thank speaker for their time