Patient Advocacy Leadership Collective Frequently Asked Questions

General Account Information

1. **How do I login for Patient Advocacy Leadership Collective?**
   Once your access has been approved, you will receive an email with steps to create a personalized login. Following your account set-up, you will be able to login with your account credentials.

2. **Is there any cost associated with participating?**
   No, there is no cost associated with participating in any of the programs.

3. **Who should I contact to join or to refer one of my colleagues?**
   Submit a request on the Get Access page of the Patient Advocacy Leadership Collective to sign up.

4. **My request to join was not accepted.**
   Eligibility criteria to the Patient Advocacy Leadership Collective is based on multiple criteria, including (1) identification of a non-profit advocacy organization of which you are affiliated; and (2) registration using your official email associated with the non-profit patient advocacy organization.

5. **Can I access Patient Advocacy Leadership Collective through my mobile device?**
   The Patient Advocacy Leadership Collective website and dashboard can be accessed on either a desktop and mobile devices.

General Patient Advocacy Leadership Collective Programming

6. **What is Pfizer's role in Patient Advocacy Leadership Collective?**
   The Patient Advocacy Leadership Collective is funded by Pfizer and co-created with advocates from patient advocacy organizations.

7. **What are the programs offered under the Patient Advocacy Leadership Collective available? How do I get involved?**
   In partnership with Coursera, we are now pleased to provide access to a series of courses as part of the NexGen Leadership Program. We encourage you to enroll in the program and take the courses while they are available.

   Our Mentorship program is now open for advocates who are interested in being matched with a mentor or a mentee. For interested individuals, we encourage you to fill out the survey to get matched. Registration is limited currently.

8. **Will I have access to the Patient Advocacy Leadership Collective programs if I live outside of the US?**
   Our programs are currently available to eligible audiences worldwide, subject to local laws, regulations, and industry codes. Clear-AI Health Literacy Tool is currently only available to US Advocacy Groups.

9. **Do I need to have a certain level of seniority in my organization to participate in one or any of the programs?**
   Anyone affiliated with a patient advocacy organization and is 18 years of age or older may be eligible to participate in the Patient Advocacy Leadership Collective.

NexGen Leadership Program

10. **How was the NexGen Leadership program developed?**
    The NexGen Leadership program has been curated by a global faculty of patient advocacy organization leaders, with input from over 170 patient advocates in more than 30 countries.

    Courses are delivered and accredited by a range of international academic organizations and other institutions through Coursera, a global online learning platform. Further details can be found in the course descriptions.

11. **How can I access the NexGen Leadership program?**
    You can access the NexGen Leadership program through your user dashboard or through the program page.

12. **What types of courses are available? How long are they?**
    The NexGen Leadership program includes courses on business leadership, communication, research, and public health.

    The program is designed to be self-guided and flexible, so you can complete as much or as little as you like. Courses within the program vary in length, from a few hours to several days.

13. **Is there a limit to how long I can be involved in the program?**
    You will be able to access course content within Coursera for as long as you have an active account for up to 3 years.

14. **Do I lose access to the courses if I am inactive for a period of time?**
    If your account remains inactive for more than 1 month, you will be notified that we may assign your license to another user. At that time, if you wish to continue with the program, you will be given further time to enroll in courses. If your license is reassigned, you will need to re-apply to the program via the contact form on patientadvocacy.com

15. **What languages will the courses be available in?**
    The courses will be available in English, Spanish, French, Arabic and Portuguese (Brazil).

16. **Can I delegate my account to others within my organization for them participate in the programming?**
    Your NexGen Leadership program account is assigned to you as an individual. Do not give your log-in details to anyone else. If other advocates within your organization wish to register, they can apply for access on patientadvocacy.com.

17. What will I receive upon completion of the program?

Most courses within the NexGen Leadership program issue a shareable certificate of completion.

Some courses will require you to pass an assessment before completion, such as taking a quiz or submitting an assignment. These assessments are set by the accrediting organization, not by the NexGen Leadership program.

At present, the NexGen Leadership program does not issue its own certificates of completion.

18. Will I be able to access the materials after completing the program?

You will be able to access course content within Coursera for as long as you have an active account. Course content cannot be downloaded from Coursera. For additional course related questions, please refer to Coursera's terms and conditions.

19. Will I automatically be enrolled into emails on Coursera?

Once you have joined NexGen Leadership program, you will receive two reminders to enroll in a course. You will receive two additional reminders if you enroll in a course but your account remains inactive for more than two weeks.

You will receive an email from Coursera each time you complete a course.

Mentorship Program

20. How will I be matched with my mentor/mentee?

The matching service is performed by a third-party administrator under the oversight of the Patient Advocacy Leadership Collective, sponsored by Pfizer. Please note that Pfizer is not involved in managing individual mentor/mentee relationships, nor does Pfizer compensate mentors for their time.

21. When will I receive my mentor/mentee match?

Once you register your interest in the Mentor Match service, the program administrator will be in touch via the email address provided if and when a suitable mentoring partner is found.

22. What happens if I am not compatible with my mentor/mentee?

Once established, your mentoring relationship will be managed between you and your mentoring partner, independent of this matching service. If you are a mentee, and you have not heard from the mentor within 2 weeks of matching, you may re-apply for matching. If the initial call mentor/mentee call is not mutually agreeable, you may re-apply for matching.

23. My request for a mentor/mentee was not approved. Who can I reach out to?

To provide matches with the best compatibility, the matching service asks a series of questions to determine connections with other advocates. The program administrator will be in touch via the email address provided if and when a suitable mentoring partner is found.

24. How long will I be able to work with my mentor/mentee?

The scope of the mentorship is flexible and once established, the relationship will be managed between the mentor and mentee, independent of the matching service.

25. **How do I use Clear-AI Health Literacy Tool?**
    A guide to using Clear-AI Health Literacy Tool and best practices can be found on Patient Advocacy Leadership Collective under health literacy resources.

26. **What languages can Clear-AI be used for?**
    Clear-AI can be used in English and Spanish.

27. **When will Clear-AI become available in my region?**
    Clear-AI Health Literacy Tool is currently only available to US Patient Advocacy Groups.

28. **Where do I go to get more information about Clear-AI?**
    More information about CLEAR-AI is available on this guide.

29. **Is there any cost associated with using Clear-AI?**
    No, there is no cost associated with using Clear-AI.

30. **Will data from documents that I input into Clear-AI be stored via a third party?**
    No, data inputted into Clear-AI will be stored on the Clear-AI platform. Each user has a unique login so only they can view their documents or share with others through CLEAR-AI. Data is also not accessible by Pfizer colleagues.