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Purpose: To briefly explain how our correspondence is being managed

Dear Friends, Patients and Colleagues.

Firstly, Professor Warren and I are both delighted that our Nobel Prize has been so well received. We have many email requests to give lectures and attend functions, plus a mountain of letters to answer. We attempt to reply personally to all of these but there are inevitable delays due to illness, travel or other essential duties.

However, we now have a functioning office thanks to Mrs. Kris Laurie, who has been appointed as Manger of Nobel Laureates in Western Australia, with Mrs Marg Glenn as assistant manager, both contactable at mglenn@helicobacter.com .

Kris is a trained nurse, ran an events management company, and was CEO of the Leukaemia Foundation prior to joining us. Kris organised the HP-2002 conference which was held here in Perth in 2002. She therefore knows many Helicobacter colleagues on a first name basis and is well aware of the practicalities of arranging events as well as being conversant with many topical issues in the field.

Kris and I are assisted by staff at the H.pylori Research Laboratory (HPRL), especially Dr. Helen Windsor PhD who is expert in practical clinical microbiology and issues pertaining to our patients. The HPRL has two full time scientists and an expert administration secretary contactable at admin@hpylori.com.au .

Enquiries are dealt with as follows.

1. Congratulatory letters and cards.
 - a. Physical letters are saved for Dr. and Mrs. Adrienne Marshall to read and reply to during the weekends and leisure hours. Currently Prof. Marshall has about 100 of these unanswered. Prof. Warren is more up-to-date. Email letters are replied to as we have time but there is a backlog which I am working on.
2. Requests for information, autographs, photographs and the like.
 - a. If you need us to send something back to you, like a signed card or photograph, then it helps defer our costs if you send a self addressed envelope and approximately \$5 of paper currency (a major currency is preferred but not strictly essential). We do not have the resources to reply to email requests for physical mailings back to you. If you emailed to ask for something to be sent back to you, allow 4 weeks for a mailed reply but it is possible that your request was ignored (sorry).
3. Requests for Prof. Marshall or Prof. Warren to perform various Nobel duties.
 - a. Typically this might be a lecture, a speech, or a publicity event. Please bear in mind that Emeritus Professor Warren is semi-retired, and not quite as sturdy as he once was, which makes strenuous travel less desirable. Prof Warren prefers to focus on his areas of expertise (gastric histopathology) although he can be tempted to branch out of

his field on rare occasions. Prof. Marshall (myself), prefers to stick to H.pylori-related topics, but not exclusively. Various other issues determine when and where I can attend, and these are weighed carefully by Kris Laurie. I try to strike a balance between family life and Nobel Duties in my role as Special Ambassador for Life Sciences in WA. Of course I do also need time for friends, colleagues, patients, the H.pylori Research Laboratory, academic duties, and two businesses, Ondek and Tri-Med.

- b. Travel dates outside Western Australia are often booked many months in advance, but local events can be attended to less formally.
4. Requests for advice on medical treatment for Helicobacter or other things.
 - a. For patients with difficult to manage Helicobacter infections, a fax from your doctor to our office is usually necessary (08-93464816). Prof. Marshall only sees a few patients at Sir Charles Gairdner Hospital and does not have a private practice. For questions unrelated to Helicobacter, our expertise is limited, but we are preparing some internet information resources (mostly at the Helicobacter Foundation website "<http://www.helico.com>").
 5. Automated Replies and strategy if all else fails
 - a. Email is automatically sorted and then replied to, based on the words in the subject line. It is forwarded to the appropriate person immediately. If things seem to be taking too long, then you should send a second letter with "second request" in the subject line and tell us again what the letter is about.
 - b. As a last resort, cc. admin@hpylori.com.au mailbox, send a fax to us at +61-8-93464816, or even call the H.pylori research laboratory secretary at +61-8-93464815.
 - c. Although many people know my cell phone number by now, I typically do not pick up on unidentified voice calls. Instead, my recorded message recommends that you text-message me, and then follow-up with another form of communication such as email.

I will update this document as the need arises. Please browse our websites for detailed information as follows:

For learning about Hp, or requiring treatment information

<http://www.helico.com>

For images, media pictures, academic and laboratory information

<http://www.hpylori.com.au>