

Utah Tobacco Quit Line

QUICK FACTS for Health Care Professionals

Quit Line

> The Utah Tobacco Quit Line provides telephone tobacco cessation coaching to Utah residents at no cost. A participant can receive up to five confidential sessions with an experienced tobacco cessation coach up to twice per calendar year. Services are provided to adults and court referred youth who use cigarettes and other tobacco products, including e-cigarettes and hookah.

Participants may also enroll in online coaching. Other options include individual services of e-mail, text messages, quit materials, or two weeks of nicotine replacement therapy (NRT).

> Note: Some employers and health plans cover tobacco quit line benefits. If this is the case, the Quit Line will transfer the caller to the appropriate service.

Phone Number

> English: **1.800.QUIT.NOW (784.8669)** [Translation services available in 140 languages]

> Spanish: **1.855.DEJELO.YA (335.3569)**

Hours of Operation

> English: 24 hours/day, 7 days/week, except major holidays

> Spanish: Monday – Sunday, 6:00 a.m. to 10:00 p.m., except major holidays

Online Coaching

> Utah residents can sign up for online quit coaching at www.waytoquit.org. It is free and confidential. Online coaching includes an assessment of tobacco use, interactive exercises and lessons, a personalized quit plan, social support, progress trackers, proactive e-mail messages and medication support (up to four weeks of nicotine patch or gum for adults). Individuals age 18 and older can participate in online coaching, and it is available 24/7.

Individual Services

> Utah residents can sign up for individual services of e-mail, text messages, quit materials, or two weeks of NRT (patch or gum) at www.waytoquit.org or by calling 1.800.QUIT.NOW.

Quit Line Staff

> Coaches have at least a bachelor's degree in counseling or a related field, and are trained in behavior modification and motivational interviewing. Coaches customize each caller's program to meet the caller at their stage of behavior change. Many coaches are former tobacco users.

Quit Line Materials

> Callers will be sent educational materials based on their individual needs and readiness to quit. Booklets are available for general tobacco users (cigarettes and chew), pregnant women, youth, LGBTQ, Native Americans, and Spanish speakers.

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Quit Line Medication Support

> Participants age 18 and older who are ready to quit within the next 30 days, and enroll in phone coaching may receive up to eight weeks of Nicotine Replacement Therapy (NRT), patch or gum, if no contraindications. A four week supply of NRT is shipped after the first coaching session and a four week supply of NRT is shipped after the third coaching session if the participant continues with the coaching program. Combination therapy may be available, which consists of two weeks of gum and up to eight weeks of patch. A participant may receive NRT when participating in coaching calls up to twice per calendar year.

Patient Referral

> Health care providers may refer patients to the Quit Line by using a fax referral form, or an online referral form. Both forms may be found at <http://waytoquit.org/refer-patients>. After the form is received by the Quit Line, a cessation coach will call the patient within 48 hours to enroll them in phone coaching. If the patient is not ready to enroll in the coaching program, they may receive educational materials upon request. The coach will make up to five attempts to contact the patient. If the health care system is a HIPAA covered entity, an outcome report will be sent to the provider when the patient: 1) registered for services [includes medication information if patient was sent NRT]; 2) declined services; or 3) could not be reached.

Smokers are 13 times more likely to enroll in treatment when they are directly connected to the Quit Line, as opposed to being encouraged to call on their own.¹

Enhanced Services for Pregnant and Post-Partum Women

> Women who are pregnant or post-partum can receive up to ten calls with a coach. They can also receive NRT with a doctor's prescription.

Mental Health and Substance Abuse Facilities

> Patients at residential treatment centers can call 1.800.QUIT.NOW to sign up for phone coaching. The treatment center must have 1) telephone access for patients to receive calls; 2) a policy regarding patients receiving NRT; and 3) a contact person at the facility to interface with Quit Line staff as needed.

Evaluation

> The Utah Tobacco Quit Line is evaluated annually to determine caller satisfaction and quit rates. The latest evaluation survey was conducted in 2016-2017. Of those callers who were reached, 96% were satisfied with the services. The 30-day quit rate seven months after quit line services were provided was 31%.

¹ Vidrine J, SheteS, CaoY, et.al. Ask-Advise-Connect: A New Approach to Smoking Treatment Delivery in Health Care Settings. JAMA Intern Med. 2013; 173(6):458-464. <http://www.ncbi.nlm.nih.gov/pubmed/23440173>.