

# Utah Tobacco Quit Line

## QUICK FACTS for Health Care Professionals

### Quit Line

> The Utah Tobacco Quit Line provides tobacco cessation services to Utah residents at no cost. Services are provided to adults and youth (with parental consent or court referred) who use cigarettes and other tobacco products, including e-cigarettes and hookah.

Participants can have one to five coaching sessions. Participants age 18 and older may also receive two to eight weeks of Nicotine Replacement Therapy (NRT), patch, gum, or lozenge if no contraindications. Combination therapy may be available, which consists of patch and gum or patch and lozenge. A participant may receive NRT when participating in coaching calls up to twice per year.

> Note: Some employers and health plans cover tobacco quit line benefits. If this is the case, the Quit Line will refer 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: 7 days/week, 7:00 a.m. to 11:00 p.m., except major holidays

### Online Coaching

> Utah residents can sign up for online quit coaching at [www.waytoquit.org](http://www.waytoquit.org). It is free and confidential. Online coaching is similar to phone coaching, but the participant chats with a coach online. A participant can receive a personalized quit plan, progress trackers, quit materials, and medication support (two to eight weeks of nicotine patch, gum, or lozenge for adults). Individuals age 18 and older can participate in online coaching, and it is available 7:00 a.m. to 11:00 p.m.

### Individual Services

> Utah residents can sign up for individual services of e-mail, text messages, and/or two weeks of NRT (patch, gum, or lozenge) at [www.waytoquit.org](http://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 participant's program to meet the person at their stage of behavior change. Many coaches are former tobacco users.

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### Quit Line Materials

> All participants 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. There are special pamphlets for high blood pressure, COPD, and diabetes.

### 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

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.<sup>1</sup>

received by the Quit Line, a cessation coach will call the patient within 48 hours to enroll them in 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: 1) the Quit Line receives the referral; 2) the patient enrolls in coaching (or is unreachable); 3) the patient is shipped NRT; 4) the patient completes the program (or disenrolls for another reason).

### Enhanced Services for Specialty Populations

> Women who are pregnant can receive up to nine sessions with a coach. They can also receive NRT with a doctor's prescription. Tailored text messaging is also provided. There are specialized coaching protocols for youth, American Indians, and those with behavioral health issues.

### 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. Patients can participate in online coaching if they have computer access.

### Evaluation

> The Utah Tobacco Quit Line is evaluated annually to determine caller satisfaction and quit rates. The latest evaluation survey was conducted in 2017-2018. Of those callers who were reached, 94% were satisfied with the services. The 30-day quit rate seven months after quit line services were provided was 33%.

<sup>1</sup> 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>.