

Quitline Fact Sheet for Healthcare Professionals

About the Quitline

- The Utah Tobacco Quitline provides tobacco cessation services to Utah residents at no cost to them. Services are provided to adults and youth—with parental consent or court referral—who use tobacco and nicotine products, including e-cigarettes, vapes, and hookah.
- Participants can have up to five coaching sessions.
- Those 18 and older may receive up to twelve weeks of nicotine replacement therapy (NRT), such as patches, gum, or lozenges if there are no contraindications.
- Combination therapy, such as nicotine patches with gum or nicotine patches with lozenges, may be available.
- Individuals can get coaching calls and NRT up to twice per year.

Note: Some employers and health plans cover tobacco quitline benefits. If this applies to a patient, they will be routed to the appropriate service through the Quitline.

Phone Numbers

- English: **1-800-QUIT-NOW** (1-800-784-8669)
- Spanish: **1-855-DEJELO-YA** (1-855-335-3569)
- Translation services are available in 200 other languages upon request.

Hours of Operation

- English: 7 days per week, 24 hours per day, excluding major holidays
- Spanish: 7 days per week, 7AM-11PM per day, excluding major holidays

Online Coaching

- Utah residents 18 and older can sign up for free and confidential online quit coaching at waytoquit.org.
- Services include personalized quit plans, progress trackers, quit tips, and NRT.

Other Online Quitting Support

- Includes customized support via emails, text messages, and online chat

Quitline Coaches

- Coaches have a bachelor's degree in counseling or a related field and are trained in motivational interviewing. Coaches are often former tobacco and nicotine users.
- Programs are customized to participants' stages of behavior change.

Quitline Materials

- All enrollees are sent educational materials based on their needs.
- Booklets available for: cigarettes and chew, people who are pregnant, youth, LGBTQIA+-identifying people, people who are American Indian, high blood pressure, chronic obstructive pulmonary disease (COPD), and diabetes.

Patient Referral

- Healthcare providers may refer patients by submitting an online referral form or downloading and faxing a referral form. Both forms can be found at waytoquit.org/healthcare-providers/#referrals
- A quit coach will contact the patient within 24 hours after receiving the referral form. Quit coaches make up to five attempts to contact patients.
- Outcome reports will be sent to HIPAA-covered entities when:
 1. The referral is received,
 2. The patient enrolls in coaching, or is unreachable,
 3. The patient is shipped NRT,
 4. The patient completes or leaves the program.

Speciality Services

- Nine sessions with a quit coach are available to people who are pregnant, as well as NRT with a doctor's prescription.
- Specialized coaching is available for youth, people who are American Indian, and people with behavioral health conditions.

Mental Health and Substance Use Recovery Facilities

- Patients at residential treatment centers may sign up for coaching if the treatment center provides:
 1. Telephone access for patients to receive calls
 2. Clear policy guidelines on NRT use
 3. Computer access for participating in online coaching

Evaluation

- The Quitline performs annual evaluations for participant satisfaction and quit rates.
- The latest survey was conducted in 2021 for the 2020-2021 year period.
 - Participants reported a 98% satisfaction rate.
 - After 7 months of accessing quitline services, 29% of participants had a 30-day abstinence rate from tobacco and nicotine products.

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