

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 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.
- Youth ages 13-17 can sign up for free, confidential online quit coaching at mylifemyquit.org.

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, LGBTQIA2S+-identifying people, people who are American Indian, and people with high blood pressure, chronic obstructive pulmonary disease (COPD), or 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 2022 for the 2021-2022 year period.
 - Participants reported a 96% satisfaction rate.
 - After 7 months of accessing quitline services, 26% of participants had a 30-day abstinence rate from tobacco and nicotine products.
 - Phone participants who completed 5 or more calls had a 30-day abstinence rate of 38%.

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