

Stop Smoking.
Start Dialing.

1-877-270-STOP

Georgia Tobacco

Quit Line



Using The Fax Back Referral Program Q & A

What is the Quit Line Fax Back Referral Program?

The Quit Line Fax Back Referral is a program that builds on services of the Georgia Tobacco Quit Line by creating partnerships with healthcare providers. Through the Fax Back Referral Program smokers and chewers no longer have to take the first step by calling the Quit Line; instead, after talking with their healthcare provider, the patient agrees to have the Quit Line call them—making a “proactive” contact.

The Referral Process

The patient/tobacco user is identified as smoking or chewing tobacco by healthcare staff or clinician.

The clinician discusses smoking with the patient/tobacco user and advises him/her to quit, relating it to the health of the patient or the health of the family. The clinician then asks if the patient is ready to make a quit attempt.

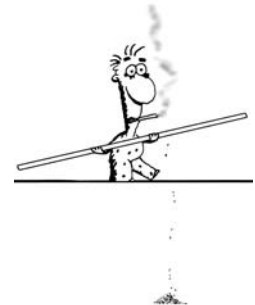
The clinician discusses the quitting process, the combination of medication and counseling and briefly explains how the Quit Line’s Fax Back Referral Program works. The tobacco user/patient and clinician determine that the Quit Line is a good referral source. If the patient/tobacco user is ready to make a quit attempt in the next 30 days and is ready to accept a call from the Quit Line, then he or she is a good candidate for the Fax Back Program. If the patient/tobacco user is ambivalent or does not have periodic access to a phone then they are better served by getting a Quit Line brochure and not being referred to the Fax Back Referral Program.

The Consent Form

The clinician or healthcare staff fills in the first section of the consent form. Provide the Fax date sent and the healthcare provider name, as appropriate. In the comments section, you may add information that you would like the Quit coaches to cover with the patient—asthma, pregnancy, medicines prescribed, etc. The clinic provides its own fax number on the form so it can receive correspondence from the Quit Line about the outcome of the call. The clinic faxes the form to the Quit Line. Inform the patient that the Quit Line will call them within **two days**. Inform the patient that the Quit Line is calling from a 206 area code and caller ID will say Free and Clear. Congratulate the patient on taking this important step.

The patient fills in the second section of the consent form. Patients should be sure to:

- Initial the line giving permission for the Quit Line to contact them.
- Sign and date the form. **The referral cannot be processed without the patient’s initials and signature.**
- Check the best times for the Quit Line to call, not all times.



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Completing The Process.

The clinic will fax the consent form to the Quit Line at **1-800-483-3114**.

The Quit Line will make three attempts to reach the patient during the next two days.

Following the call to the patient, the Quit Line will let the healthcare provider know whether a Quit Coach was able to reach the patient and if an intervention was initiated. If a patient refuses Quit Line Services when called through the FAX Back Referral Program, he or she can still initiate a call into the Quit Line at any time to receive services.

Advantages of the FAX Back Program

Seizing the moment. The program connects tobacco users with the Quit Line right from the clinic office.

The barrier of the tobacco user having to make the first call to the Quit Line is eliminated, thereby increasing the chances that they will actually quit. The FAX Back Referral Program also allows for follow-up in clinics or areas where follow-up might not otherwise be possible. (like Emergency Rooms and Urgent Care Centers).

It saves time. Many doctors, dentists, nurses and other healthcare providers don't have time to offer comprehensive tobacco counseling. This program enables them, while in their office, to refer tobacco users directly to the Quit Line for extensive one-on-one behavioral coaching that is based on years of scientific research to support best practices in smoking cessation.

The Clinician Gets Feedback. The Fax Back Referral Program creates an easy opportunity for the healthcare providers to take action with the tobacco user at the time of the visit, ensure a proactive step following the patient's visit, and then receive feedback through an outcome report on the services the tobacco user has received through the Quit Line.

Reporting A Problem With Fax Back Referral Program

Please inform us of any problems that arise with the Fax Back Referral Program so that we may address them. You can email the Georgia Cessation Coordinator at: **madismer@dhr.state.ga.us**.



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