

## **Provider/Partner FAQ for the Missouri Tobacco Quitline Fax Referral**

Using 1-800-Quit-Now, the tobacco user has to call to the Quitline. However, with a fax referral, the Quitline is allowed to reach out directly to the tobacco user

*Q: How does the fax referral program work?*

A: The Partner/Health Care Provider and patient/tobacco user determine that the Quitline is a good referral resource.

- The tobacco user completes a fax referral form with the Health Care Provider or another clinic/office member.
- The form must be signed by the tobacco user or it cannot be accepted.
- The form must contain a current or valid phone number or the patient cannot be contacted.
- The clinic faxes the form to the Quitline. The clinic should also include their own fax number on the form so they can receive correspondence from the Quitline about the outcome of the interaction.
- The Quitline makes three attempts to reach the tobacco user. After three attempts, the Quitline will fax the clinic a report, detailing the outcome of the outreach.

*Q: How soon after the form is faxed do patients receive a call from the Quitline?*

A: Participants (patients) receive a call from the Quitline within 48 hours of the time the fax is sent. The fax **must** have a valid phone number where the Quitline can reach the participant.

*Q: How do I know if my patient accepted service from the Quitline?*

A: The Quitline will send a Fax Back Outcome Report to your clinic/organization after three attempts have been made to reach the participant, or after connecting with the participant.

*Q: How do I know what kind of service the Quitline will give my patient?*

A: Details about the service accepted are listed on the Fax Back Outcome Report that your clinic/organization will receive.

*Q: If a patient refuses the Quitline services when called, can they still call on their own to begin services with the Quitline at another time?*

A: Yes, if a patient refuses Quitline services when called through the fax referral program, he or she can still initiate a call into the Quitline at any time to receive service.

*Q: Why should I use a Fax Referral instead of just telling my patient to call the Quitline?*

A: The Fax Referral eliminates the barrier of the tobacco user having to initiate the first call to the Quitline. It allows the provider / clinic to ensure a proactive follow-up step after the visit. It creates an easy opportunity for the provider to take action with the tobacco user at the time of the visit. The program makes providers aware of any follow-up that will occur outside of the clinic/organization through a “Fax Back” report on the services the tobacco user will receive. Finally, it allows for follow-up in clinics or areas where follow-up might not otherwise be possible (like ER, etc.).