

The New York State Smokers' Quitline: Smoking-Cessation Services

The New York State Smokers' Quitline provides free quit-smoking services to New York State residents interested in quitting tobacco use. The Quitline also supports providers who want to help their patients quit smoking.

Services for Providers

- **Refer-to-Quit Program to Support Your Patients Through Confidential Coaching and Cessation-Related Services:** Refer your tobacco-using patients for services and get customized reports once the intervention is complete. You can refer online or by fax.
- **Opt-to-Quit™ Program to Support Your Facility's Smoking-Cessation Efforts:** Improve your facility's smoking-cessation efforts and ensure that patients continue to receive support once they leave the healthcare setting. Quitline staff work with your facility or practice to create tailored registries to identify tobacco-using patients, develop scripts to encourage smoking cessation and provide follow-up medication and coaching services.
- **More Provider Resources:** Access other materials to support your smoking-cessation efforts:
 - o Outlines for practice transformation
 - o Free educational collaborative conference calls to discuss health systems changes, such as the integration of tobacco cessation into electronic health records
 - o Provider guidelines for Medicaid and Medicare coverage
 - o Information about the New York State Tobacco Control Program

Visit nysmokefree.com for information about Refer-To-Quit, Opt-to-Quit™ and more provider resources.

Services for Patients

Coaches work with callers and help them successfully quit smoking by:

- Developing a tailored quit plan
- Screening for stop-smoking medications; eligible participants can receive a two-week Nicotine Replacement Therapy (NRT) starter kit
- Addressing withdrawal symptoms
- Providing support and coaching; participants may speak to a quit coach during regular business hours, or listen to prerecorded motivational stop-smoking tips 24 hours a day, seven days a week.
- Reviewing New York State partner health plan cessation benefit information
- Following up by phone to assess progress and support relapse prevention
- Answering questions about how to become and stay tobacco-free

Online resources and tools for patients include:

- Screening for a two-week starter kit of free quit-smoking medications
- Access to QuNity, an online smoke-free community
- Information about which stop-smoking services are covered by Medicaid
- Help finding local support programs
- Interactive quit tips and on-demand, customizable messages, including SMS (Short Message Service or text messaging), IVR (Interactive Voice Recording) and email

Patients can sign up or learn more at qunity.nysmokefree.com.