Q: What is the Provider Fax Referral System?

The Provider Fax Referral System is a program that builds on the evidence-based tobacco cessation counseling services of the **South Carolina Tobacco Quitline** by creating partnerships with health care providers like you. Through the Provider Fax Referral program, your patients who use tobacco no longer have to take the often difficult first step of calling the Quitline on their own. Instead, after talking with you or another member of your medical staff, patients often agree to have the Quitline call them . which is called %proactive outreach+to the tobacco user.

Q: How does it work?

You and your patient first determine that the Quitline is a good resource based on his or her readiness to quit smoking or using tobacco. With your patients approval, you complete a fax referral form (DHEC 1042 . downloaded from www.scdhec.gov/quitforkeeps) The form must be signed by the patient and must include a current, working phone number. The patient receives a copy with the understanding that this is their telephone appointment with the Quitline. You retain the original for your records. The Quitline will call your patient within 48 hours of receiving the faxed form, making up to five call attempts. Once reached, your patient can register for services and speak with a Quit Coach at that time. In order to receive feedback on the outcome of your referrals, your practice or facility must first file a HIPAA Verification Letter with the Quitlines vendor, Alere Wellbeing *(formerly Free & Clear, Inc.)*. This letter is also found online at the %quit for keeps+website and only needs to be filed ONCE for you to start referring your patients to the Quitline.

Q: Why is it beneficial?

It seizes the moment. The Provider Fax Referral program connects tobacco users with the Quitline right from your office. Since the Quitline initiates the first call, this eliminates the barrier of the tobacco user having to make the first call to the Quitline. This increases the chances that the tobacco user will actually quit. Traditionally, the tobacco user has to initiate the call to the Quitline. Fax Referral also allows for follow-up in clinics or areas where follow-up might not otherwise be possible (like emergency rooms, etc.)

It saves time. If you are like many doctors, dentists and other health care providers, you dond have time to offer comprehensive tobacco treatment. The Provider Fax Referral program allows you, from your office, to refer tobacco users directly to the Quitline for extensive one-on-one behavioral coaching that is based on years of scientific research to support best practices in smoking cessation.

You get feedback on your patient. The Fax Referral program creates an easy opportunity for you to take action with the tobacco user at the time of the visit, ensure a proactive step following the patients visit, and receive feedback on the services the tobacco user has received through the Quitline.

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

Your patients will receive a call from the Quitline within 48 hours of when the faxed referral form is received. It is critical that the form includes a valid working phone number where the Quitline can reach the participant.

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

The Quitline faxes Outcome Reports to all providers for whom they have a HIPAA Verification Letter on file. This report includes information on the result of the call to your patient, if the patient registered for services, and which types of services are being received.

Q: Can patients call the Quitline on their own if they choose to not receive services through fax referral?

Yes, even if a patient refuses Quitline services when called through the fax referral program, he or she can still call the Quitline at 1-800-QUIT-NOW (784-8669) for tobacco cessation assistance.

www.scdhec.gov/quitforkeeps
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