

Tobacco Cessation Fax Referrals Frequently Asked Questions

Why use fax referral?

It is more effective to automatically refer patients/clients to tobacco cessation programs, than to simply tell them they should quit. In the past, the only way a healthcare provider, social worker or traditional health worker could refer patients/clients to the Oregon Tobacco Quit Line was to give them the Quit Line's phone number or a brochure. However, some people are uncomfortable initiating contact with the Quit Line and others simply lose the phone number before they have an opportunity to call.

Using the fax referral form to refer patients/clients to the Oregon Tobacco Quit Line is a quick and easy way help people make an attempt to quit tobacco and relieves them of the barrier of having to initiate first contact to the Quit Line

How does it work?

The staff member assesses if the person uses tobacco and their readiness to quit (e.g., 5As, Motivational Interviewing, etc). If the tobacco user is interested in quitting, the staff member can either sign the "Verbal Consent Fax Referral Form" or the tobacco user signs the "Standard Fax Referral Form". The form must contain a current/valid phone number for the tobacco user.

The organization faxes the form to the Oregon Tobacco Quit Line or via secure email, sends a list of patients/clients directly to the Quit Line. The Quit Line makes multiple attempts to reach the tobacco user and enroll them in available counseling services, depending on insurance benefits.

Who can send in a fax referral?

Any staff member who would be assessing a patient/client's tobacco use and/or providing resources can send in fax referrals. This includes, but is not limited to: doctors, nurses, physician's assistants, medical assistants, counselors and therapists, traditional health workers, social workers or case managers.

Who should be referred to the Quit Line?

People who use tobacco and are ready to quit within 30 days should be referred to the Oregon Tobacco Quit Line.

People who have questions about Quit Line counseling or services can also be referred, even if they aren't ready to set a quit date. Their questions will be answered by Quit Line staff, although they will not be enrolled in counseling services until they are ready to set a quit date within 30 days.

What about HIPPA regulations?

If the referring office/provider indicates on the form that they are HIPPA covered, the Oregon

Tobacco Quit Line will fax back information about individual patient -- were they reached, did they enroll in counseling services, etc – for their files.

Where can I get Fax Referral forms?

The fax referral form is available in both English and Spanish and can be downloaded at <http://www.smokefreeoregon.com/resources/referral-to-quit-for-health-systems-and-social-service-agencies>

Can I customize the Fax Referral form?

Yes. As long as all the information on the original form is still included, the form can be customized, including logos.