

# Washington State Tobacco Quitline

## Frequently Asked Questions about Fax Referrals

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

**A:** The 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. A signed form by the tobacco user with a current or valid phone is required for processing. The clinic faxes the form to the Quitline. To receive an outcome of the interaction, clinics must be a HIPAA-covered entity and include their fax number on the form. The Quitline makes three attempts to reach the tobacco user (traditionally, the tobacco initiates the call to the Quitline – the fax referral allows the Quitline to reach out directly to the tobacco user). After three attempts, the Quitline faxes the clinic an outcome report (to be filed in the patient's chart at your clinic), detailing the outcome of the outreach.

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

**A:** Participants (your patients or clients) receive a call from the Quitline within 24 hours from the time you send your fax. The fax must have an updated phone number where the Quitline can reach the participant.

***Q: How many times per year can I fax in a fax referral form for a patient?***

**A:** Quitline enrollments are limited to one per year. However, if the participant declines services when reached by the Quitline, the services will still be available to that participant at another time. You can discuss the Quitline with the participant at another visit and re-submit another fax referral or encourage the participant to call on his/her own, if appropriate.

***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: What do the outcomes listed on my Fax Back Outcome Report mean?***

**A:** There are three possible outcomes. They are listed below:

Accepted: The patient/participant accepts and enrolls in an eligible Quitline program. Declined: The patient/participant declines to enroll in an eligible Quitline program. Unreachable: The patient/participant is unreachable after three attempts.

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

**A:** Details about the service, if accepted, are listed on the Fax Back Outcome Report that is sent your clinic/organization by the Quitline. For more information about the services your patients are eligible to receive through the Quitline, see:

<https://www.doh.wa.gov/Portals/1/Documents/Pubs/340-207-QuitlineCoverage.pdf>

***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 notifies providers of any Quitline follow-up that occurs outside of the clinic/organization through a Fax Back Report, detailing 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 (e.g., ER/ED).

***Q: Are pregnant women in the contemplation stage of quitting eligible to fill out the fax referral form and receive a call from the Quitline?***

**A:** Yes, pregnant women who are contemplating quitting tobacco can fill out the fax referral form with their provider and receive a call back from the Quitline. The Quit Coaches at the Quitline are equipped to support pregnant women in the contemplation stage of change as well as those who are ready to quit.

Please note, there is a line on the fax referral form that asks patients to initial the statement, “I am ready to quit using tobacco...” This line does not need to be initialed by pregnant women in the contemplation stage.

***Q: Where do I find the FAX referral form and phone number?***

**A:** You can download a copy of the Quitline fax referral form from:

<https://www.doh.wa.gov/Portals/1/Documents/Pubs/340-221-FaxReferralForm.pdf>

You can fax the official form to the Quitline by dialing 1-800-483-3078.

For more information about the Washington State Tobacco Quitline or the fax referral program, please contact Nick Fradkin at [nick.fradkin@doh.wa.gov](mailto:nick.fradkin@doh.wa.gov).