



TCRC
Tobacco Cessation Resource Center



Provider FAQ for the Washington State Tobacco Quit Line Fax Referral:

Q: How does the fax referral program work?

A: *The Health Care Provider and patient/tobacco user determine that the Quit Line 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 and must contain a current or valid phone number or it will not be processed. The clinic faxes the form to the Quit Line. The clinic should also include their own fax number on the form so they can receive correspondence from the Quit Line about the outcome of the interaction. The Quit Line makes three attempts to reach the tobacco user (traditionally, the tobacco user has to initiate the call to the Quit Line – the fax referral allows the Quit Line to reach out directly to the tobacco user). After three attempts, the Quit Line will fax the clinic an outcome report (to be filed in the patient’s chart at your clinic), detailing the outcome of the outreach. For more details on the fax referral program, see the Fax Referral Overview or the Fax Referral FAQ.*

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

A: *Participants (your patient or clients) receive a call from the Quit Line within 48 hours of the time you send your fax. The fax must have an updated phone number where the Quit Line can reach the participant.*

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

A: *Enrollments are limited to one per year. However, if the participant declines services when reached by the Quit Line, the services will still be available to that participant at another time. You can discuss the Quit Line 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 Quit Line?

A: *The Quit Line 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 Quit Line program.

Declined: The patient/participant declines to enroll in an eligible Quit Line program.

Unreachable: The patient/participant is unreachable after three attempts.



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

A: *Details about the service, if accepted, are listed on the Fax Back Outcome Report that your clinic/organization will receive. For more information about the services your patients are eligible to receive through the Quit Line, see the Quit Line Coverage Sheet.*

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

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

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

A: *The Fax Referral eliminates the barrier of the tobacco user having to initiate the first call to the Quit Line. 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.).*