

WHAT HAPPENS WHEN I CONTACT THE CT QUITLINE?

You can contact the CT Quitline online or by telephone

THE FIRST CALL (INTAKE CALL)

When you first call the CT Quitline, you will talk with an Intake Specialist. The intake call takes about 20 minutes.

The Intake Specialist will:

- Collect information about you and your tobacco use.
- Tell you about the services available through the CT Quitline.
- Ask if you are willing to try quitting in the next 30 days.
- Ask if you want to enroll into the web coaching, one- call, or multiple-call coaching program.
- If you have time, they may be able to transfer you immediately to a Quit Coach who will help you to plan your quit. (if transferred, add an additional 15 minutes to call)

COACHING PROGRAMS

ONE CALL PROGRAM:

You will receive one call from a Quit Coach at the time of intake or when you next call the Quitline. These calls are about 15 minutes. The Quit Coach will:

- Talk about ways to quit.
- Ask about the triggers that make you want to use tobacco.
- Talk about medications to help you quit.
- Send you a Quit Guide with tips to help you quit.
- Make a referral to an in- person cessation program in your area if wanted.
- You may call the CT Quitline at any time you need.

MULTIPLE CALL PROGRAM:

You will receive five calls from your Quit Coach at a time that you both agreed on. These calls are about 15 minutes each and usually take place over the course of two months. You may call your Quit Coach as often as needed in addition to the 5 calls made by the Quit Coach. The Quit Coach will:

- Ask about the triggers that make you want to use tobacco.
- Discuss ways to help you cope with your triggers without using tobacco.
- Help you to develop your own *Quit Plan*.
- Talk about medications that may help you to quit and how to use them.
- If you are eligible, provide you with a starter pack of nicotine patches, gum or lozenges.
- Send you a Quit Guide with tips to help you quit.
- Provide support throughout your quit.
- Make a referral to an in-person cessation program in your area if wanted.

ONLINE COACHING PROGRAM

Online coaching is a self-paced cessation program that includes:

- Worksheets that ask about triggers that make you want to use tobacco and discuss ways how to cope without tobacco.
- An outline to develop your own quit plan and Information about medications that may help you to quit and how to use them.
- If you are eligible, provide you with a starter pack of nicotine patches, gum or lozenges.
- Access to quit coaches through chat lines if you have questions, concerns or need more support.

SERVICES AVAILABLE FROM THE CT QUITLINE

The CT Quitline is a tobacco use cessation service available to all CT residents at no cost. Open 24 hours a day, 7 days a week. Services are available in all languages and for the hearing impaired.

You choose the services that are right for you.

- ✓ Easy online or phone registration
- ✓ Information and tips on how to quit that work best for you.
- ✓ Personalized quitting plans that fit your lifestyle
- ✓ Tips to help with places and situations that make you want to use tobacco
- ✓ Telephone coaching and counseling
- ✓ Access to worksheets and information online to help you with your quit
- ✓ Online web program with access to live quit coaches as needed
- ✓ Text messaging for encouragement, support and tips
- ✓ Starter pack of nicotine patches, gum or lozenges. (18 years or older, medically eligible and enrolled in multi-call or web program)
- ✓ Referrals to local in-person tobacco cessation programs in your area if wanted
- ✓ Specialized program for pregnant women
- ✓ Specialized program for teens (age 13-17)

How Do I Get Started?

Easy Online Registration

Go to www.CommitToQuitCT.com, answer a few questions and you can receive a call back right away or at another convenient time or enter into the web program and begin right away.

Telephone Registration

Call 1-800-QUIT NOW or 1-855- DEJELO YA to speak with an intake specialist and get started.

For questions about the CT Quitline, please contact:

CT Department of Public Health
Tobacco Control Program
DPHtobacco@ct.gov or 860-509-8251

