**PA Free Quitline Referral Methods for Cessation Services**

As of January 2017, there are four methods of referring tobacco users to the PA Free Quitline for cessation services: Self-referral, Quitlogix online referral, Fax-to-Quit; and Bi-Directional e-Referral.

**Self-Referral**

A tobacco user may refer himself/herself to the PA Free Quitline by:

1. calling **1-800-Quit Now** and enrolling in the cessation program, OR
2. logging on to ***https:/pa.quitlogix.org***, then
3. Clicking on ***Enroll Now***
4. Completing all required documentation.

Quitlogix web referral is convenient for someone with online access because the person can register at any time of the day (24 hours). Also, there is no need to use cell phone minutes or hold on the line while awaiting a response. There is also no risk of having a call disconnected or having to leave a message. The registrant should receive a call from the Quitline to begin the coaching process within 24-48 hours of online registration. The online Quitlogix registration includes the intake survey, thereby allowing the first call to be focused on coaching.

**Quitlogix Web Referral**

*Healthcare providers and non-healthcare professionals* **should use** this referral method for all tobacco users except those who would like to use Nicotine Replacement Therapy (NRT) **but are not eligible for NRT** **unless a physician signs an approval**. NRT ineligibility consists of the following contraindications: pregnant/breastfeeding women, individuals with high blood pressure and/or heart disease. Tobacco users who are ineligible for NRT due to contraindications must be referred via the Fax-to-Quit method to ensure a physician signs an approval for the NRT.

*Tobacco users a*re encouraged self-enroll in the PA Free Quitline program, however, they must request coaching calls in order to receive NRT and they must meet the eligibility criterion for NRT (no contraindications exist).

The PA Free Quitline will offer five coaching calls and free NRT who meet eligibility criteria to Quitlogix enrollees. The Quitline will also FAX follow-up reports back to the referring party to provide follow-up on the referral. The reports will indicate whether the referred person enrolled in the Quitline program and used NRT or did not.

To refer tobacco users via Quitlogix:

1. Go to ***https:/pa.quitlogix.org***.
2. Click on ***Healthcare Provider***.
3. Click on the ***How to Refer Patients*** box.
4. On the next page click on ***Provider Web Referral***.
5. Fill in ***Patient*** Informationsection in the upper portion of the page, then fill in ***Clinic Information*** in the lower portion of the page. (Clinic is synonymous with provider.)
6. Click on the ***Authorization*** box to indicate that the tobacco user has given permission for the referral to the PA Free Quitline and the sharing of his/her personal health information for cessation purposes.
7. Click on ***Submit***.

Quitlogix Web Referral is beneficial for a referring provider/party who has online access. Quitlogix Web Referral offers the referring provider/party two options: (1) complete the provider referral and receive follow-up reports, or (2) request the tobacco user to register himself/herself during the visit to ensure the tobacco user successfully registers. Quitlogix Web Referral eliminates the risk of the FAX not reaching the Quitline or the handwriting being illegible on the form. The tobacco user should receive a call from the Quitline to begin the coaching process within 24-48 hours of online registration.

The *Healthcare Provider* section of Quitlogix also contains ***How to Talk to Patients about Tobacco*** that includes a demonstration video using the Ask, Advise, Refer (AAR) model of Brief Intervention. The *Provider Section* contains other useful information as well.

**Fax-to-Quit Referral**:

Use Fax-to-Quit referral in only two circumstances:

1. When the tobacco user would like NRT but has a contra-indication to it (is pregnant or has a history of cardiac or respiratory disease). The provider is required to sign the form in order for these tobacco users to receive NRT.
2. When there is no online access to Quitlogix but there is access to a FAX machine.

A Fax-to-Quit provider will use a tailored fax referral form (with provider name/practice site) each time he/she refers. The PA Free Quitline provides pro-active coaching and NRT to tobacco users referred via Fax-to-Quit. The referring parties receive follow-up fax reports so that they are aware of the results of the referral, that is, whether the referred person enrolled in the Quitline program and used NRT or did not. Fax-to-Quit may only be used with HIPAA-compliant facilities.

Find the Fax-to-Quit Physician Referral Form at ***www.health.state.pa.us/faxtoquit***

**Bi-directional e-Referral**:

The option of using bi-directional e-Referral is available but is used primarily with healthcare systems or subsystems at this point in time. E-Referral requires specific IT platforms and software for both parties in the bi-directional process. The Department of Health anticipates progression in the development of these IT platforms and software that will allow for more common use throughout the state, but at this point in time is offering the use of bi-directional e-Referral to selected healthcare systems. Organizations interested in using Bi-directional e-Referral should contact the Quitline Coordinator at the Department of Health, Division of Tobacco Prevention and Control, 717-783-6600.