



What is a tobacco quit line?

The quit line is a free, statewide, telephone-based tobacco cessation service. The quit line offers a one-on-one proactive counseling program for tobacco users who are ready to quit; provides support for people who want to stop smoking or using other tobacco products; offers information on tobacco dependence for health professionals, and families or friends of tobacco users; and provides information on community, regional and national cessation resources. Information may include advice for family and friends on helping a tobacco user quit, and support for a quit attempt.

Is it evidence or science-based? Is it effective?

Yes. Multiple scientific reviews have established that proactive telephone counseling through quit lines is an effective cessation method. The U.S. Public Health Service *Clinical Practice Guidelines* and the *Guide to Community Preventive Services* both recommend quit lines as an effective method to help people stop smoking.

Who can call?

Anyone can call the quit line. Callers under the age of 18 are required to have parental consent prior to counseling. Counselors will request brief demographic information from callers such as age, smoking history, zip code; however, all calls are confidential. English and Spanish language counselors are available. A third party interpretation service is available, free of charge, for additional language needs. For the deaf and hard-of-hearing, the TDY/TDD number is (800) 969-1393. Specialized counseling programs for pregnant women and spit tobacco users are also offered.

Who answers the phone? What are the hours?

To assist Kentuckians in becoming tobacco free, certified tobacco cessation counselors are available. The counselors are masters' level, undergo extensive classroom and practical experience training, and are required to be tobacco-free. Staff and calls are continuously monitored for quality improvement. The hours to speak with a live counselor are 9 a.m. to 9 p.m. Monday through Friday, EST. After regular hours, callers have the option to leave a voice message, and the call will be returned the next business day.

Is 1-800-QUIT NOW (784-8669) just for Kentucky?

Although other states may be using the 1-800-QUIT NOW number, all calls placed in Kentucky (based on area code of call) are automatically directed to the Kentucky Tobacco Quit Line and callers will receive our services.

Should we recommend a quit line instead of other options?

The quit line is one component in a comprehensive network of cessation services. The quit line is provided in addition to on-going services. Different programs work for different types of people. We hope to increase the number of people who attempt to stop using tobacco as well as increase the number of people who are tobacco-free by offering evidence-based cessation programs such as the Quit Line and Cooper Clayton Method to Stop Smoking. Along with tobacco cessation and prevention, policy changes, restriction of access to tobacco, and preventing youth initiation of smoking are critical efforts to decreasing tobacco-related diseases and deaths.

Who can I contact with questions about the Kentucky Quit Line?

Call 1-800-QUIT NOW to speak with Quit Line staff. If you have other questions, contact Jan Beauchamp (Jan.Beauchamp@ky.gov) with the Tobacco Prevention and Cessation Program at (502) 564-9358, extension 3817. Some English and Spanish language materials are available at: <http://chfs.ky.gov/dph/ach/cd/tobacco.htm>.
