

Referring Patients to Quit Now Kentucky

Free, personalized help quitting smoking, vaping or using other tobacco products at QuitNowKentucky.org

Quit Now Kentucky is a free tobacco quitline provided by the Kentucky Department for Public Health with support from the National Institutes of Health and Centers for Disease Control & Prevention.

Kentucky residents of any age can contact Quit Now Kentucky 24/7 for support quitting. Quit coaches can help with quitting smoking, vaping, dipping or otherwise using tobacco. Coaching is provided over the phone or online by professionals who are trained in nicotine addiction and behavior change.

People who use a tobacco quitline are twice as likely to quit successfully!

*compared to people who try to quit 'cold turkey'

Quit Now Kentucky services include:

- personalized coaching;
- self-help materials;
- information on the most current quit-smoking medications and nicotine replacement therapies, which are covered by all commercial and public health insurance in Kentucky; and nicotine replacement therapy for those who are uninsured.



Connecting Your Patients to Quit Now Kentucky:



Web and Fax Referrals: To submit an online webform or download the fax referral form, please visit: QuitNowKentucky.org/en-us/Health-Professionals/Make-a-Referral



eReferrals: To connect your electronic health record (EHR) system to Quit Now Kentucky, please see the information on the reverse page or contact the Kentucky Tobacco Prevention & Cessation Program at Ky.TobaccoFree@ky.gov. We would be happy to help you integrate quitline eReferrals!



Self-Referrals: Patients can self-refer at any time by visiting QuitNowKentucky.org, calling 1-800-QUIT-NOW or texting QUITNOW to 333888.



eReferrals to Quit Now Kentucky

What is an eReferral?	An eReferral is a continuity of care document (CCD) file sent securely from an electronic health record (EHR) system to the quitline case management system at quitline operator National Jewish Health. It is set up directly within your system's EHR.
How is it different from fax or web referrals?	Fax and web referrals require the provider to manually fill out a form, while eReferrals send a CCD file automatically with no need for additional data entry, risk of typos, or inconsistent data. While fax and web referral progress notes are sent back by fax, eReferral progress notes are sent back to EHR by direct messaging. Since eReferrals are stored in the EHR, the referring organization can easily run its own reporting on them.
Is it secure?	Yes, eReferrals are sent via a secure direct messaging protocol that is HL7v3 compliant and employs Meaningful Use Stage 2 standards.
How does it work for providers?	The provider and patient discuss quitting and, with patient consent, the provider clicks a link or button in the EHR to send the referral. Progress notes from the quitline arrive at lifecycle events for the patient throughout the program.
How does it work for patients?	Within one day of the eReferral being submitted, the patient receives a call from a quitline coach. After completing an intake call, the patient receives phone-based counseling at their convenience, as well as nicotine replacement therapy (if approved) and additional support.
What is the setup process?	Setup requires testing of electronic transfer of messages to and from the quitline. Setting up the link or button in the EHR is completed by the health system.
What is the cost?	The setup fee for eReferral systems is \$9,000. The Kentucky Department for Public Health may have funding available to cover this fee for your health system. Additional charges may be incurred by your organization for EHR setup and testing.
What is an "intake call?"	An intake call is the initial call the patient receives within one day of being referred. This call takes about 15 minutes and is used to determine the patient's eligibility, explain the program, and learn about the patient's tobacco use and medical history.
What is a "coaching call?"	Coaching calls take about 20 minutes, during which a quitline 'quit coach' works to create a quit plan, schedule future coaching calls, and arrange nicotine replacement therapy shipments if appropriate. Quit coaches will attempt to reach the patient three times, and will leave a voicemail after each unsuccessful call to encourage the patient to call 1-800-QUIT-NOW.
How will updates be received?	Updates are sent to the EHR 20, 90, and 220 days following the referral date, detailing the patient's progress in the program. The updates will appear directly in the patient's medical record.

February 2024

To establish eReferrals for your practice, or for more information about referring patients to Quit Now Kentucky, please contact the Kentucky Department for Public Health's Tobacco Prevention & Cessation Program at Ky.TobaccoFree@ky.gov.