

Calling **Quitline NC** – What the Tobacco User Can Expect



- Call received by an intake specialist
- Asks caller a few simple questions*

Caller does not want to talk to a Quit Coach

Caller would like to speak to a Quit Coach

Caller will be offered:

- Messages to promote quitting
- Support materials for quitting
- Referral to local resources
- Medication information on request
- Encouragement to call again
- Web Coach

One Call Program
Caller will be offered:

- Conversation with the Quit Coach to develop an individual quit plan, including setting a quit date
- Support materials for quitting
- Referral to local resources
- Medication information
- Web Coach

Four Call Program
All of the above, plus

- A Quit Coach will call you back three times to continue personal support to quit and stay quit.
- Free Nicotine Replacement Therapy (8 weeks of patches, gum or lozenge or a combination of patches and gum/lozenge)

1-800-QUIT-NOW
1-800-784-8669
Spanish Language Portal: 1-855-Dejelo-Ya

24 hours a day / 7 days a week
English, Spanish and translation services
Free & Confidential

Family and friends can call QuitlineNC to learn about resources and a get a copy of the Ally Guide.



*Caller MUST inform QuitlineNC that they are a NC Medical Society Plan member.