

# Quit Now Virginia

## Frequently Asked Questions



1-800- QUIT NOW (1-800-784-8669)

<https://quitnowvirginia.org>

### What are Quit Now Virginia Services?

Quit Now Virginia offers a choice of coaching methods for tobacco, nicotine and ENDS users. Members can receive services by phone, text, chat and/or dashboard. Coach-led group sessions are available, in addition to an online dashboard for an upgraded experience. Nicotine Replacement Therapy (NRT), self-help materials and referrals to local resources are provided. Each member that registers for quit services will receive multiple coaching sessions with a trained coach.

### Who should contact Quit Services?

Anyone who desires to quit smoking, smokeless tobacco, ENDS, or any form of nicotine. Those who want more information or have questions about quitting are welcome to also contact Quit services. In addition, family and friends can receive information to help someone they care about quit and providers can call for assistance in helping a patient.

### How effective are Quit Services?

Scientifically proven in clinical trials, Quitlines more than double a member's chances of successfully quitting.

### Why should Tobacco/Nicotine users who want to quit contact Quit Services?

Quitting smoking, using nicotine or ENDS is the single most important action a person can take to improve his or her health and the health of those around them. Quit Services have been proven effective and they are **free, confidential, and convenient**.

### For most smokers/ tobacco/nicotine users, it is very difficult to quit. Do you have any words of encouragement?

It often takes many tries, but it is possible to quit. There are now more former smokers in the USA than current smokers. The Quit Coaches are well trained, caring, non-judgmental and will help the member set up a personalized plan for quitting. Encourage the member to utilize all the services for which they are eligible.



### What can the potential member expect?

Potential members are asked intake questions to determine their needs and are given a choice of counseling, services and materials. If the potential member chooses counseling, they are given the option of beginning immediately or they can request to be contacted at another time. When services are accepted, they register and counseling sessions will begin and last about 20-30 minutes. Counseling consists of an assessment of the member's tobacco use history, previous quit attempts and relapses. In addition to life experiences that may affect the quit attempt and an offer to help in developing a quit plan that will work for that person. Members are encouraged to stay in contact with quit services, to ensure they receive all of their counseling sessions. With the guidance of the quit coach, members are also offered Nicotine Replacement Therapy (NRT) to help with the success of their quit journey.

### What credentials/experience do the Quit Coaches have?

The Quit Coaches have a range of educational backgrounds from bachelor's degrees through master's degrees in psychology, social work, or other health-related fields. Regardless of educational background and counseling experience, all Quit Coaches must complete over 240 hours of rigorous training and evaluation before they are qualified to speak independently with members. Following classroom training, Quit Coaches spend three (3) weeks in a supervised setting and then continue to participate in monthly in-service trainings. Quit Coaches receive specialized training in counseling pregnant/postpartum people, smokeless tobacco users, behavioral health conditions, active military personnel and youth. A physician oversees all clinical work.

### What is the Quit Now Virginia Referral Service?



When a clinician or health professional addresses tobacco use during a visit, using ASK, ADVISE, and REFER, they give the tobacco/nicotine user the option of having a Quit Coach contact the patient directly to receive counseling from a quit coach to help them quit. To register as a referral site and begin referring patients, go to: <https://q4l.force.com/referral/s/>

### Frequently Used Terms

<b>Quit Services</b>	members can receive coaching using several approaches.
<b>Potential member</b>	those eligible, but not yet registered with quit services.
<b>Member</b>	registered as members of a community of individuals who are trying to quit tobacco/nicotine.
<b>Session</b>	members can have several interactions with coaches using several methods.
<b>Online Dashboard</b>	keeps member engaged with step-by-step path to becoming and remaining tobacco free.