

## **Fax Referral Frequently Asked Questions**

### **Why use fax referral?**

Research indicates that physician referral of patients to smoking cessation programs is associated with a significantly higher participation rate than simply telling patients they should stop smoking. In the past, the only way a healthcare provider could refer clients to the Oregon Tobacco Quit Line was to give them the Quit Line's phone number or a brochure. However, some people are uncomfortable initiating contact with the Quit Line and others simply lose the phone number before they have an opportunity to call.

Using the fax referral form to refer patients to the Oregon Tobacco Quit Line for smoking cessation services provides health care providers with a quick and easy way to direct their patients to make an attempt to quit smoking and relieves patients of the barrier of having to initiate the first call to the Quit Line

### **How does it work?**

The health care provider assesses the tobacco users' status and readiness to quit (e.g., 5As, Motivational Interviewing, etc). If the tobacco user is interested in quitting, the tobacco user completes a fax referral form with the provider or another staff member. The form must be signed and contain a current/valid phone number for the tobacco user.

The clinic faxes the form to the Oregon Tobacco Quit Line. The Quit Line makes multiple attempts to reach the tobacco user and enroll them in available counseling services, depending on insurance benefits.

### **Who can send in a fax referral?**

Any health care provider who would be assessing a patient's tobacco use and/or providing resources can send in fax referrals. This includes, but is not limited to: medical doctors, nurse practitioners, registered nurses, physician's assistants, respiratory therapists, counselors and therapists, and visiting nurses.

### **Who should be referred to the Quit Line?**

People who use tobacco and are ready to quit within 30 days should be referred to the Oregon Tobacco Quit Line.

People who have questions about Quit Line counseling or services can also be referred, even if they aren't ready to set a quit date. Their questions will be answered by Quit Line staff, although they will not be enrolled in counseling services until they are ready to set a quit date within 30 days.

**What about HIPPA regulations?**

If the referring office/provider indicates on the form that they are HIPPA covered, the Oregon Tobacco Quit Line will fax back information about individual patient -- were they reached, did they enroll in counseling services, etc – for their files.

**Where can I get Fax Referral forms?**

The fax referral form is available in both English and Spanish and can be downloaded at [www.smokefreeoregon.com/quit/quit-resources/](http://www.smokefreeoregon.com/quit/quit-resources/)

**Can I customize the Fax Referral form?**

Yes. As long as all the information on the original form is still included, and there is still a place for the patient to sign, the form can be customized, including logos.

Most often, a provider's office or health system will fill in the clinic information at the top of the form electronically, and then print copies for clinicians to use.