



## AT A GLANCE

### Quit Now Virginia Services

#### Quitline Services

- **A trained quit coach conducts phone counseling.** The entire session will last 20- 30 minutes. Each patient will participate in an intake session prior to beginning of the counseling session. The counselor will ask questions and have a discussion with the patient to determine how best to help the patient create a quit plan. Each patient is encouraged to call the Quitline as needed after the call.
- **Web counseling** is available if a patient prefers to access the Quitline in this manner. The web coach will work with the patient in the same manner as the phone counselor.  
QuitNow.net/Virginia
- **Toll-Free 24/7** service is available to patients literally at all times. The only days the Quitline is not available is Thanksgiving and Christmas.
- **Self- help materials** Depending on the patient's situation, i.e. pregnant, ethnicity, LGBT, etc. materials are sent by mail to the patient to continue the support the patient's process of quitting.
- **Referrals to local resources.** If the patient request help/counseling in their local communities *and* if it is available, the Quitline will provide that contact information to the patient.
- **Text2Quit** is available to each person that enrolls in quitline services. Patients receive three hundred (300) text messages to help with reminder of quit date, games to help with triggers, messages of encouragement, etc.
- **TTY** is available for the hearing impaired.
- **Languages-** counseling is available in English and Spanish. Interpretation services available through AT&T for 140 languages.

#### Multi-call services

- **Pregnant/Breastfeeding Women- 10 calls** (one initial call, seven calls from the Quitline to the patient, and two postpartum calls from the Quitline to the patient).
- **Uninsured patients- 4 Calls** (one initial call, three calls from the Quitline to the patient).
- **Youth (age 13-17)- 4 Calls** (one initial call, three calls from the Quitline to the patient).

**All services are Free and Confidential**