

## Frequently Asked Questions

**Q: How much does the Native Quit Line service cost?**

**A:** The service is free of charge.

**Q: Are there any pay out-of-pocket costs? What if I don't have insurance, or my insurance does not cover this?**

**A:** This is a free program for all Tribal community members living in Oregon. All program materials, including coaching calls and medications, are free.

**Q: How often can I use the Native Quit Line?**

**A:** You will have seven (7) scheduled sessions with a Quit Coach, and unlimited calls to the Native Quit Line for additional support. You can re-enroll for free if you need help again in the future.

**Q: How old do you have to be to use the Native Quit Line?**

**A:** This program is for people 18 years or older. For youth under 18, the Oregon Quit Line provides support tailored specifically for young people ages 13 – 17 years old.

**Q: Does the Native Quit Line make a distinction between commercial and traditional tobacco?**

**A:** Yes. The Native Quit Line provides a clear distinction between commercial and traditional tobacco. The program aims to help you quit commercial tobacco, not traditional tobacco.

**Q: What medications does the Native Quit Line use to help people quit commercial tobacco?**



**If you need help to quit commercial tobacco**

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**A:** We use nicotine gum and the nicotine patch. These are safe and proven to help people quit commercial tobacco. When combined with Native Quit Line services and support, your chances of success increase even further. Medications are provided free of charge when you sign up for the Native Quit Line program. For all other FDA-approved tobacco cessation medications, please reach out to your health care providers.

**Q: How long does it take for the medication that helps with quitting commercial tobacco to arrive?**

**A:** It takes 7 – 10 days for the medication to arrive.

**Q: Can teens use the medication that helps with quitting commercial tobacco?**

**A:** No. We cannot provide the medication to teenagers because the medication is not FDA approved for youth under 18 years old.

**Q: Do I have to attend classes?**

**A:** No. All of your coaching sessions take place over the telephone.

**Q: What happens during each of the seven (7) scheduled coaching calls?**

**A:** The seven (7) coaching calls are scheduled to help you get ready to quit using commercial tobacco, and to provide you with support to prevent relapse. This is what you can expect from each of the calls:

- *Call 1:* This is the enrollment, assessment and planning call. During this call, we will ask you for background



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information in order to provide your treatment. We also introduce you to the program and describe the services that we will be providing. We address any concerns that you might have regarding the program and whether you are ready to quit commercial tobacco. This is also the call where you will set a quit date, request a Quit Guide and order your free nicotine gum and nicotine replacement patches.

- *Calls 2 – 5:* On these calls, your Quit Coach will explore your goals and needs, and learn what works best for you. Your Quit Coach will help you develop a quit plan tailored to your strengths, helping you resolve barriers to quitting and staying quit. During the planning process, your Quit Coach will encourage you to track your commercial tobacco use. They will use exercises in the Quit Guide and online resources to identify personalized coping strategies to help you deal with urges to use commercial tobacco. As you approach your quit date, you may practice “mini quits.”
- *Calls 6 and 7:* These calls, scheduled after your quit date, are designed to help you stay quit from commercial tobacco.

In addition to the scheduled calls, you may call whenever you need additional support.

**Q: Who are the coaches?**

**A:** The program offers coaching services by American Indian Quit Coaches who have lived experience and knowledge of the



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unique needs of Native peoples. The team is also supported by non-American Indian coaches, all of whom receive initial and ongoing training on facilitation skills, mental health training and other related topics.

**Q: Does the printed Quit Guide come in the mail with the medication that helps with quitting commercial tobacco?**

**A:** The Quit Guide and the medication to help people quit commercial tobacco are sent separately in the mail.

**Q: How long does it take for the Quit Guide to arrive?**

**A:** It takes about one week for the Quit Guide to arrive.

**Q: After the first call, do I call the Native Quit Line for each scheduled call, or does the coach call me?**

**A:** The Native Quit Line coach calls you for each scheduled call. You may also make unlimited calls to the Native Quit Line whenever you wish while you are enrolled in the program.

**Q: What happens beyond the seventh call?**

**A:** You can re-enroll in the program if you need additional support.

**Q: Will I speak to the same coach during each call?**

**A:** You will likely not speak to the same coach every time. We use a dedicated team model, rather than a dedicated coach model, to make sure that we are providing comprehensive, consistent support.



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**Q: I'm deaf. How can I use the Native Quit Line?**

**A:** The Native Quit Line offers TTY (Text Telephone) or video relay for ASL (American Sign Language) interpretation options for people who are deaf, hard of hearing or speech impaired.

**Q: Does the Native Quit Line offer support for vaping?**

**A:** Yes, if you are 18 years or older, the Native Quit Line offers support for all forms of commercial tobacco, including vaping (e-cigarettes).

**Q: Does the program help with all forms of commercial tobacco use?**

**A:** We help people successfully quit using all forms of commercial tobacco, including vaping (e-cigarettes) and smokeless products, such as chewing tobacco. Your chances of quitting successfully are eight times better by using the program.

**Q: What is secondhand smoke?**

**A:** Secondhand smoke is smoke from burning commercial tobacco products, such as cigarettes, cigars or pipes. It is also smoke that has been breathed out by a person smoking. There is no risk-free level of secondhand smoke; even being around secondhand smoke for a short amount of time is harmful to health. Opening a window or airing out a room will not protect an individual from secondhand smoke. However, quitting smoking can protect the people in your life from secondhand smoke.

**Q: What is thirdhand smoke?**



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**A:** Thirdhand smoke is small amounts of leftover nicotine and other chemicals left on indoor surfaces by commercial tobacco smoke. People come into contact with these chemicals by touching surfaces that have been near smoke. Babies and children can be especially harmed because they breathe in toxic chemicals when they crawl on floors, sit in cars or are held by adults who smoke. Quitting smoking can protect the people in your life from thirdhand smoke.

**Q: What if I miss my phone call from the Quit Coach?**

**A:** Please call our toll-free support line back at a convenient time for you. Studies have shown that the more calls you complete with a Quit Coach, the more success you will have in quitting commercial tobacco.

**Q: What if I start using commercial tobacco again?**

**A:** For most people, quitting takes practice. We're not here to judge you if you slip. Instead, we're here to help you learn from that experience and try again. Each time you try to quit, you'll learn a little more about what it takes. You'll learn what works and what doesn't, and you'll use that knowledge in your next attempt. We're here to help you every step of the way.



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