

Oregon Tobacco Quit Line

Frequently Asked Questions from Participants

Quit Line services

Q: How can the Quit Line help me quit smoking or using tobacco*?

A: The Quit Line can help you quit by working with you on fighting cravings you feel in your body and your mind. It also helps you change your actions and behavior to avoid tobacco.

A trained Quit Coach® will work one-on-one with you to help you overcome urges, identify barriers to quitting and create a quit plan. You can also get printed and web-based self-help materials and text messaging support.

The Quit Line can also send you eight weeks of FREE patches or gum to help you quit.

Q: How much does it cost?

A: The Quit Line is FREE to use for anyone age 18 or over.

Q: Can the Quit Line help me quit vaping?

A: Yes. Many electronic cigarettes (e-cigarettes) or “vapes” have nicotine. That’s the same addictive chemical in cigarettes and other commercial tobacco products. So if you vape, Quit Coaches know how to help you quit. People who vape get the same program benefits as other participants.

Q: Who are the Quit Coaches?

A: Quit Coaches have bachelor’s or master’s degrees in counseling, addiction studies, community health education or social work. Many coaches have previous counseling experience.

Quit Coaches are chosen for their empathy and strong communication skills. They are all ages, ethnically and racially diverse, and come from a variety of backgrounds. To work in this role, Quit Coaches must be abstinent from tobacco and nicotine for at least two years.

Coaches on the Native Quit Line have additional training to understand and support people within Tribal and Indigenous cultures.

* When we refer to “tobacco” we are referring to commercial tobacco products. These are different from the traditional tobacco or other plant mixtures that Native peoples use for ceremonial and spiritual purposes.

Q: Does the Quit Line have materials for special populations?

A: Yes. The Quit Line (QuitNow.net/Oregon) has materials tailored to pregnant women, American Indian and Alaska Native peoples, the LGBTQ community, people living with chronic illnesses and people supporting another person to quit. The Quit Line also has special materials for people who use smokeless tobacco.

The Quit Line has printed and web-based self-help materials in English and Spanish.

Connecting with the Quit Line

Q: What happens when I call 1-800-QUIT-NOW?

A: A registration intake specialist will take your call and ask you some questions (see below for what they are). Your answers will help them find the right quit program for you. In most cases, they will offer to enroll you in a program and connect you to a Quit Coach right away.

Q: What happens when I text READY to 200-400?

A: You will get a text that asks for your ZIP code. If you give an Oregon ZIP code, the text message service will connect you with the Oregon Quit Line. The Quit Line will ask for your name and if it's OK for them to leave a voicemail. A registration intake specialist will call you within 48 hours (two days) to finish your registration and enroll you in a quit program.

Q: Can I sign up online?

A: Yes! Go to QuitNow.net/oregon and fill out the registration form. A registration intake specialist will call you within 48 hours (two days) to finish your registration and enroll you in a quit program.

Q: My health care provider referred me to the Quit Line — who is going to contact me, and when?

A: A registration intake specialist at the Quit Line will call you within 48 hours (two days). Or, you can also call the Quit Line at 1-800-QUIT-NOW to register.

Q: Will the Quit Line call me? How will I know it's the Quit Line calling?

A: *If you registered online or by text*, the Quit Line will call you within 48 hours (two days).

If your provider referred you, the Quit Line will call you within 48 hours (two days).

If you scheduled a call with the Quit Line, the Quit Line will try to call you on the scheduled date.

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The number will show up as one of the following:

- 1-800-784-8669
- 1-866-784-845433
- 1-855-335-3569 (Spanish-speaking clients)

If you miss the call, the Quit Line will try calling up to four more times.

You may also call 1-800-QUIT-NOW (1-800-784-8669) to finish your registration or get support at any time.

Q: Do I need a health plan (health insurance) to use the Quit Line?

A: No. People without insurance in Oregon can receive at least eight weeks of free patches or gum through the Quit Line.

Additionally, while most health plans in Oregon offer services through the Quit Line, some may require that the Quit Line transfer you to your health plan's tobacco cessation counseling program. Your registration intake specialist will be able to answer any questions you may have about this process and your eligible services.

Q: What information do I need to give to sign up?

A: All information you share is kept strictly confidential and treated as Protected Health Information (PHI).

You will be asked:

- Name, age, gender identity and where you live
- Information about your tobacco use
- Health conditions you may have, and if you are pregnant
- Information about your health insurance (if you have it)
- Your contact information
- The best time(s) to call you
- Your shipping address for materials and/or medication (if applicable)
- If you would like to get text message support

You will also be asked:

- Optional demographic questions like ethnicity, race and sexual orientation
- If it's OK for the Quit Line to contact you in the future to ask questions about your experience. Any information you share will help the Quit Line improve services.

The Quit Line will never ask for proof of citizenship or your Social Security number.

Q: Can anyone in Oregon call the Quit Line?

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A: Yes! Any adult (age 18 or over) can call the Quit Line.

Q: How often can I call the Quit Line?

A: You can call the Quit Line any time, whenever you need to.

The Quit Line is open 24 hours per day, seven days per week, and is only closed on Independence Day (4th of July), Thanksgiving and Christmas. If you call on one of these holidays, or if the Quit Line is busy, please leave a voice message and the Quit Line will call you back.

Q: Does the Quit Line conduct calls in other languages?

A: Yes!

Asian Smokers' Quit Line:

- Chinese (Cantonese and Mandarin): 1-800-838-8917
- Korean: 1-800-556-5564
- Vietnamese: 1-800-778-8440

Interpreter services:

The Quit Line can connect you to interpreter services in over 240 languages and dialects.

Deaf and hard of hearing:

The Quit Line has a line for the deaf and hard of hearing: 1-877-777-6534.

Spanish:

The Quit Line has a Spanish line: 1-855-DÉJELO-YA or 1-855-335-3569.

The Quit Line also has printed and web-based self-help materials in English and Spanish.

Q: Do I have to be a U.S. citizen to use the Quit Line?

A: No. The Quit Line will never ask for proof of citizenship or your Social Security number. You will only be asked your home address in Oregon for mailing purposes.

Medication

Q: Does the Quit Line send out nicotine replacement therapy (NRT), like nicotine patches or gum?

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A: Yes. The Quit Line can mail you an eight-week supply of FREE nicotine patches or gum. Quit Coaches are trained to assess for health conditions and medications that may not work well with NRT.

Q: May I just call the Quit Line to get a supply of free nicotine patches or gum?

A: Yes. You do not need to enroll in a quit program to get free nicotine patches or gum.

For any other questions about the Quit Line or quitting, call 1-800-QUIT-NOW. You may also email Ophelia S. Vidal (Chronic Disease Policy Specialist) at ophelia.s.vidal@dhsosha.state.or.us.