

South Carolina Tobacco Quitline

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

www.scdhec.gov/quitforkeeps

Free statewide telephone-based tobacco cessation counseling service
administered by SC DHEC Division of Tobacco Prevention & Control

Contact: Dr. Katy L. Wynne, Quitline Manager, wynnekl@dhec.sc.gov or 803-545-4464

Quitline BOI SBIRT Steps: Referral to Enrollment

A “Complete and Successful” Quitline Referral: Provider refers and patient enrolls with the Quitline.

Step 1. Provider screens all tobacco users.

Step 2. Provider follows a brief tobacco intervention (BTI) and advises patient to quit.

Step 3. BTI should include assessment by asking patient’s readiness to quit.

Step 4. If patient is ready to quit, complete SBIRT Universal Tool.

Step 5. Must include patient’s full name and correct phone number with area code.

Step 6. Form must be faxed to the SC Tobacco Quitline number provided at the bottom of the tool.

Step 7. Before your patient leaves the office, she should be given a written reminder that the Quitline will CALL HER ON THE PHONE NUMBER SHE GAVE within 48 hours of receiving the faxed form. Caller I.D. will show: **1800-QUITNOW**. Also helpful if MCO can make a follow-up call to the patient as a reminder.

Step 8. SBIRT form MUST BE FAXED to the Quitline to begin the referral process.

Step 9. Quitline will call the patient within 48 hours of receiving the form, so any delay in faxing this form will delay a proactive call to your patient.

Step 10. Provider should receive a referral outcomes report once the Quitline has reached their patient.

Step 11. Once patient enrolls in services, a complete referral has taken place.

Primary reasons for “incomplete referrals”: Quitline cannot make initial contact (e.g. incorrect phone number given on form, area code left off); Quitline does not reach patient (patient doesn’t answer phone, number disconnected or not working); Patient refuses enrollment (patient not ready to quit).