

## What is *Smokers' Helpline*?

The Canadian Cancer Society *Smokers' Helpline* (SHL) is a free, confidential, service that provides personalized support, advice and information about quitting smoking and tobacco use. *Smokers' Helpline* is an evidence-based program, offered by telephone, online and by text messaging that increases a tobacco user's chance of quitting successfully.

## What is *Smokers' Helpline Quit Connection*?

*Smokers' Helpline Quit Connection* is a fax referral program that provides seamless integration between the cessation services of SHL and healthcare providers who identify and refer clients who smoke or want to remain smoke-free. The *Quit Connection* Program eliminates the need for clients to call SHL. Instead, a *Smokers' Helpline* Quit Coach will contact the tobacco user to provide services. The link is a healthcare provider referral.

## What is my role as a health professional?

Healthcare providers are in a unique position to assist tobacco users. You encounter people at "teachable moments" when patients may be more inspired than usual to change unhealthy behaviours. Minimal contact intervention can powerfully motivate clients to make a quit attempt. *Smokers' Helpline Quit Connection* is a program that can be used on its own, or as a positive adjunct to clinician intervention. Clinicians can follow the **5 As**:

- 1. Ask** your patient if he/she uses tobacco.
- 2. Advise** your patient to quit.
- 3. Assess** your patient's readiness to quit smoking.
- 4. Assist** your patient to quit smoking.
- 5. Arrange** follow up by obtaining consent to fax a referral to *Smokers' Helpline*.

## How will SHL follow up with my patients?

Upon receipt of a faxed consent form, the referral is entered into the SHL's confidential database and a call is scheduled for a preferred time of day that the client has identified. Four attempts will be made to contact the client. Quit Coaches provide information about the service, assess a client's readiness to quit, and offer services based on each individual client's situation.

## How do I get started?

The *Quit Connection* referral form and program information can be found online at [www.smokershelpline.ca/refer](http://www.smokershelpline.ca/refer). Or, to get in touch with a Regional Coordinator in your area, call *Smokers' Helpline* at **1 877 513-5333**.