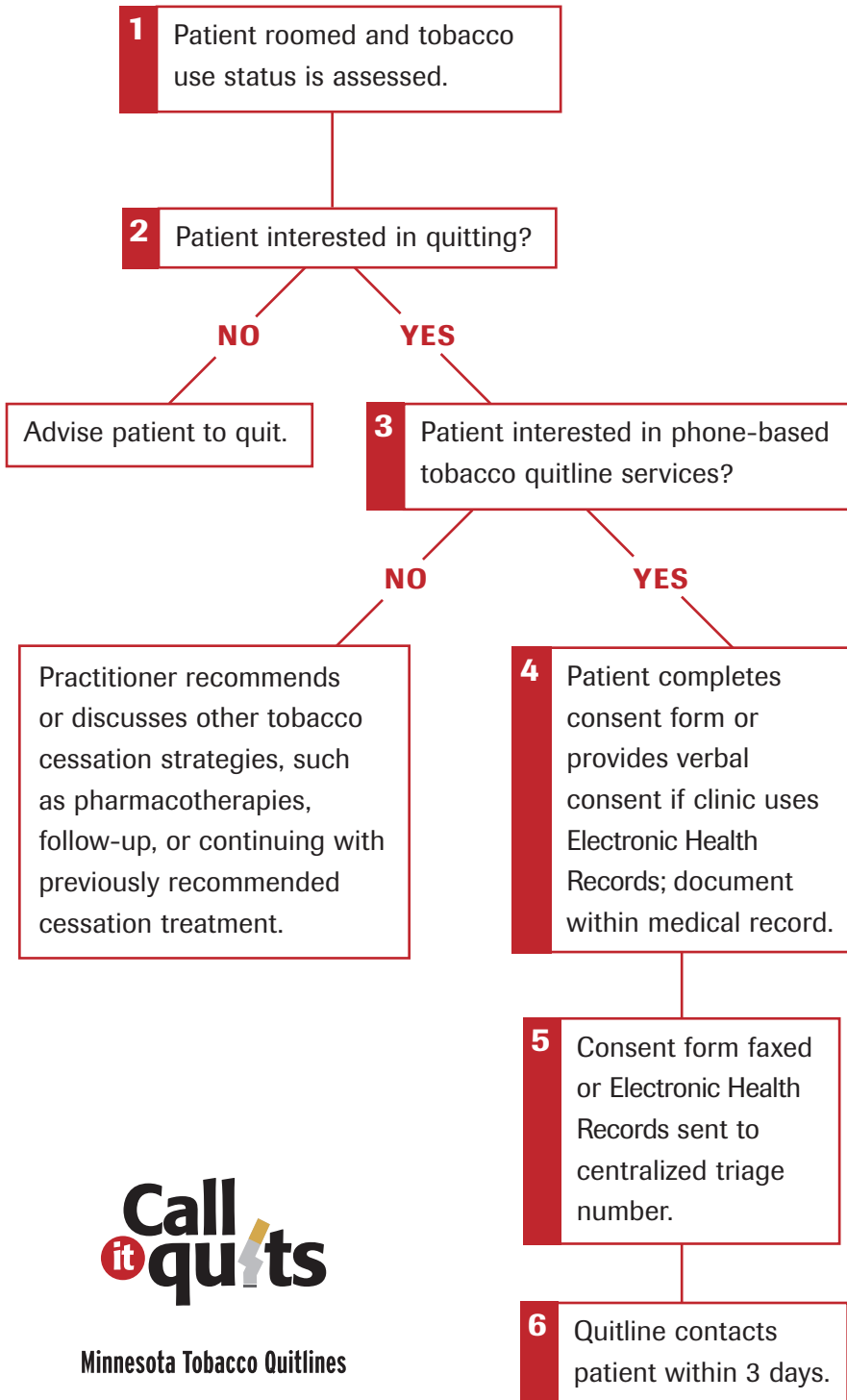


Clinic Fax Referral Process



Minnesota Tobacco Quitlines

UCare Minnesota • ClearWay Minnesota • HealthPartners
 Metropolitan Health Plan • Medica • PreferredOne • MMSI
 Blue Cross and Blue Shield of Minnesota

Step-by-Step Process

- 1 Patient visits clinic. Ask patient if he or she uses tobacco.
- 2 If yes, advise the patient to quit and assess his or her willingness to try.
- 3 If patient is interested in quitting, briefly explain about the tobacco quitline (free, professionals give practical tips and strategies for quitting, follow-up calls, much better chance of quitting vs. on your own).
- 4 If the patient is interested in using quitline services, sign him or her up for the program by having the patient complete the middle section of the form. NOTE: Be sure to have the patient sign and initial, giving permission for the quitline coach to call. If your clinic uses Electronic Health Records, create an order for tobacco cessation and obtain verbal consent from the patient; document within medical record.
- 5 Give the signed form to the designated contact person in your clinic. The contact person will fax the form to the centralized triage number.
- 6 After the quitline contacts the patient, your clinic will receive a follow up fax providing information on the outcome.

Phone-based tobacco quitline services are available to ALL Minnesotans

Frequently Asked Questions

Q. What is the MN Clinic Fax Referral Program?

A. The MN Clinic Fax Referral Program allows you to easily refer any of your patients to appropriate tobacco quitline services via a single form. When you advise patients to quit smoking or using tobacco, you can connect them to practical, effective help with this program. A quitline coach proactively contacts your patient who is interested in quitting after you receive the patient's consent to refer him or her to the quitline. The MN Clinic Fax Referral Program is supported by the collaborative, Call it Quits.

Q. What is Call it Quits?

A. Call it Quits is a collaboration among seven of Minnesota's major health plans (UCare Minnesota, HealthPartners, Metropolitan Health Plan, Medica, PreferredOne, MMSI, Blue Cross and Blue Shield of Minnesota) and ClearWay Minnesota (the state-funded quitline for uninsured and underinsured). The goal of this collaboration is to make it easier for you to connect your patients to appropriate tobacco quitline services.

Q. How does the referral program work?

A. As you talk about tobacco use during a clinic visit, you can offer your patient the option of having a quitline coach call as a resource to support quitting. If your patient agrees and signs a consent form, the clinic faxes the information to a centralized triage number. (If your site uses Electronic Health Records you will create an order for tobacco cessation instead of filling out a consent form.) A trained coach from the quitline, appropriate to that patient's health care coverage, will then contact the tobacco user.

Q. Does the patient's health plan affect whether or not I can refer? What if the patient is uninsured?

A. Everyone in Minnesota can take advantage of a quitline that offers personal support – whether or not they are covered by a health plan. The MN Clinic Fax Referral Program connects each referred patient to the appropriate quitline services.

Q. What about confidentiality?

A. Your patient is signing a consent form (verbal okay if your site uses Electronic Health Records) that allows the quitline to contact him or her and to share the intervention results with the clinic. The consent does not authorize release to any other parties. The consent form complies with all HIPAA regulations.

Q. What is the cost?

A. All of the tobacco quitline phone support services are FREE.

Q. Who do I contact if I have questions?

A. Contact your clinic administrator.