

TOOLS FOR HELPING

Patients Quit Smoking



The California Smokers' Helpline provides a wide variety of free services and materials for both patients and health professionals to increase tobacco cessation.

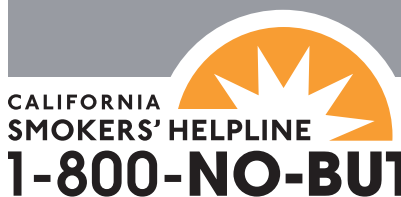
For Patients

- Evidence-based telephone counseling available in multiple languages:
 - English: 1-800-NO-BUTTS (1-800-662-8887)
 - Spanish: 1-800-45-NO-FUME (1-800-456-6386)
 - Cantonese & Mandarin: 1-800-838-8917
 - Korean: 1-800-556-5564
 - Vietnamese: 1-800-778-8440
 - Tobacco Chewers: 1-800-844-CHEW (1-800-844-2439)
- Patients can access information online at www.nobutts.org including self-help materials, texting program, and county by county listings of cessation programs.
- Specialized counseling is provided to pregnant and nursing women, teens, tobacco chewers, and friends and family members of tobacco users.

For Providers

Please visit www.nobutts.org to:

- Order or download patient materials, including fact sheets, rack cards, wallet cards, and posters.
- Register for our free, online referral service to quickly and easily refer your patients to the California Smokers' Helpline.
- Download provider fact sheets, publications, and toolkits.
- Watch a live webinar or take an online training, some of which are available for continuing education credit.



Q: How effective are Helpline services?

A: The Helpline has been scientifically proven in clinical trials to double a smoker’s chances of successfully quitting.

Q: Does the Helpline provide NRT or other FDA-approved cessation medications?

A: Some Helpline callers are eligible for free nicotine patches, sent directly to their home. Patients must call the Helpline to determine eligibility. Helpline counselors assist all clients with their questions regarding quitting aids and work with Medi-Cal, Medicare and county health enrollees to utilize their benefits.

Q: What hours does the Helpline operate?

A: Counselors are available Monday through Friday from 7 am to 9 pm and on Saturday and Sunday from 9 am to 5 pm. If clients call after hours, they have the option of leaving a message and/or listening to a number of automated messages on a variety of topics.

Q: Who should call the Helpline?

A: Anyone wanting to quit smoking or chewing tobacco. In addition, family and friends of tobacco users can receive information to help a family member or friend quit.

Q: Why should a smoker who wants to quit call the Helpline?

A: Quitting smoking is the single most important action a person can take to improve his or her health. The Helpline has been proven in clinical trials to double a smoker’s chances of successfully quitting.

Q: For most smokers, it is very difficult to quit smoking. Do you have any words of encouragement?

A: It often takes many tries, but it is possible to quit. Currently there are more former smokers in California than current smokers.

Q: What is the process when someone calls the Helpline? What can a caller expect?

A: Clients are asked some questions to determine their needs and are given a choice of services—materials and/or counseling. If clients choose counseling, they are given the option of beginning counseling immediately or scheduling an appointment to be called back at another time. The initial session lasts on average 30 minutes. After the initial call, the counselor will provide as many as five additional counseling sessions at the caller’s convenience.

Q: What credentials/experience do the Helpline counselors have?

A: Counselors at the Helpline have a range of educational backgrounds from bachelor’s degrees through master’s degrees in psychology, social work, or other health-related fields. All counselors complete a 48-hour, in-house training program and a one-month apprenticeship at the Helpline. A licensed psychologist oversees all clinical work.

Q: Where can I find more information about the Helpline?

A: The Helpline’s web site at www.nobutts.org provides information for individuals wanting to quit, as well as information for health professionals who want to refer smokers to the Helpline, including an online order form for free promotional materials.

Take the next step and visit www.nobutts.org to:



Learn more about our free tobacco cessation services.



Download free patient materials.



Check out our free materials and trainings for health professionals.



Register for our free, online referral service.

