

# What to Expect When Calling the NC Tobacco Use Quitline



- Call received by an intake specialist
- Asks caller a few simple questions

Caller does not want to talk to a  
Quit Coach

Caller would like to speak to a  
Quit Coach

Caller will be offered:

- Messages to promote quitting
- Support materials for quitting
- Referral to local resources
- Medication information on request
- Encouragement to call again

## One Call Program

Caller will be offered:

- Conversation with the Quit Coach to develop an individual quit plan, including setting a quit date
- Support materials for quitting
- Referral to local resources
- Medication information

## Four Call Program

All of the above, plus

- Enrollment in program where Quit Coach will call back
  - Dates and times are set for three calls from a Quit Coach to continue personalized cessation support.

**1-800-Quit-Now (1-800-784-8669)**

**8:00 a.m. – Midnight, 7 days a week**  
**Multiple Languages**  
**Free & Confidential**

