

# Quit Now Indiana **Frequently Asked Questions**



## **Indiana Tobacco Quitline**

### **Do I have to attend classes?**

No. All of your coaching sessions take place over the telephone. This means you don't have to try to find time for classes or trips to someone's office. You can talk to a Quit Coach<sup>®</sup> any day of the week - even Saturday or Sunday.

### **Does the program help with all forms of tobacco use?**

Yes. We help people successfully quit using all forms of tobacco, including smokeless products such as chewing tobacco. Your chances of quitting successfully are 8 times better with the program.

### **What are the hours for the Quitline?**

Expert Quit Coaches and Registration Specialists are available 24 hours a day, 7 days a week (excluding Thanksgiving day, Christmas day, and Independence Day). You can call our toll-free support line anytime you need additional information or support.

### **How often will I receive calls from my Quit Coach<sup>®</sup>?**

The scheduling (date and time) of the proactive calls are negotiated at each intervention to optimize successfully contacting and guiding you

to a successful quit. Calls typically occur weekly or semi-weekly, and are scheduled around your quit date to provide support and to prevent relapse. You will receive a total of 4 intervention calls, which includes a quit date call within 3 days of your planned quit date.

### **What if I miss a phone call from my Quit Coach<sup>®</sup>?**

You may return a call from your Quit Coach<sup>®</sup> by calling 1.800.Quit.Now (1.800.784.8669) at a convenient time for you. Studies have shown the more calls you complete with a Quit Coach<sup>®</sup>, the more success you will have in quitting tobacco.

### **What if I start using tobacco again?**

For most people, quitting takes practice. We're not here to judge you if you slip. Instead we're here to help you learn from that experience and try again. Each time you try to quit, you'll learn a little more about what it takes. You'll learn what works and what doesn't, and you'll use that knowledge in your next attempt. We're here to help you every step of the way.



## **Web Coach<sup>®</sup> and Text2Quit<sup>®</sup>**

### **What web browser do I need to enroll in Web Coach<sup>®</sup>?**

In order to complete the enrollment form online, you must use Internet Explorer 6.0 and above, Google Chrome, Firefox 2.0 and above or Safari 1.0 and above.

## Quit Now Indiana Frequently Asked Questions (continued)

### How long can I use Web Coach®?

The Web Coach® program has a lifetime enrollment and will not expire.

### Is Text2Quit® charged to my cell phone account?

Yes. The standard rates from your carrier apply.

### Is Text2Quit® limited to a 3 or 4 month period?

No. Participants will receive the majority of text messages in the first 4 months after registering. However, text messages will continue to be received for a full 12 months.

### Does Web Coach® and Text2Quit® have information specifically for pregnant women?

Yes. There is content in the Practices section of Web Coach® for pregnant women.



## Youth Questions

### Are there Quit Coaches for people younger than 18?

Yes. When a participant calls the Indiana Tobacco Quitline they are enrolled by the intake specialist and then routed to a Quit Coach.® Youth participants will be directed to a Quit Coach® with training to work with youth.

### Can I use Web Coach® if I'm younger than 18?

Yes. Web Coach® is available for everyone age 13 and older. The Web Coach® program content is designed with all ages in mind and is written at a sixth grade reading level. However, the Web Coach® program does not have a specific youth component.

### If I'm younger than 18 do I need my parent's permission to participate in Web Coach®?

No. Parental consent is not required for participation in Web Coach®.

### Can I use Text2Quit® If I'm younger than 18?

No. The Text2Quit® program is not available for participants under the age of 18.