

Partnership for Smoke-Free Families & The California Smokers' Helpline

Q: What services does the Helpline offer?

A: The Helpline is free to all California residents and offers self-help materials, referral to local resources, and tobacco cessation telephone counseling.

Q: What languages and specialized services does the Helpline offer?

A: Helpline services are available in: English, Spanish, Chinese (Mandarin and Cantonese), Korean, and Vietnamese, as well as a TDD line for the hard of hearing. There are also specialized services for teens and pregnant women, as well as a line for tobacco chewers.

Q: What hours does the Helpline operate?

A: Staff are available Monday through Friday 7:00 am to 9:00 pm and on Saturday from 9:00 am to 1:00 pm. If clients call after hours they have the option of leaving a message and/or listening to a number of automated messages on topics such as the benefits of quitting, use of quitting aids and information for pregnant callers.

Q: Why should you refer patients to 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. The service is free, confidential, and convenient.

Q: What is the process after your patients or parents of your patients fill-out the PSF tobacco survey form?

A: Your staff will need to review all tobacco survey forms as soon as they are completed to determine the smoking status of the patient or parent. *The forms of all identified smokers who have signed and given consent should be faxed directly to the Helpline at (858) 300-1136 that same day.* The Helpline then makes up to three attempts to contact your patients. During the initial call, your patients are asked some questions to determine their needs, given a choice of services (materials and/or counseling) and if they choose counseling are given the option of beginning counseling immediately or scheduling an appointment. The initial counseling session lasts an average 40 minutes. The Helpline counselors make up to five additional calls to assist your patients through the quitting process.

Q: Do you offer specialized counseling for pregnant smokers?

A: Yes, prior to working with pregnant clients, counselors attend an eight hour in-house training session conducted by a registered nurse and a Motivational Interview (MI) trainer. The training covers theories of behavior change specific to pregnant women and the implementation of the pregnancy-specific counseling protocol, which increases counselor credibility and comfort working with this population. Like our general adult protocol, the pregnancy protocol includes one comprehensive pre-quit call and five follow-up calls to help prevent relapse.



California Smokers' Helpline
1-800-NO-BUTTS

English 1-800-NO-BUTTS Korean 1-800-556-5564 Spanish 1-800-45-NO-FUME
Vietnamese 1-800-778-8440 Chinese 1-800-838-8917 Chew 1-800-844-CHEW
TDD/TYY 1-800-933-4TDD