ASK, ADVISE, REFER: Provider Tip Sheet the eTobacco Protocol

**ASK**

Ask the patient every visit if they use any form of tobacco.

Ask if they are ready to quit using tobacco every visit.

**ADVISE**

Discuss the importance of quitting.

Use the 5Rs of Tobacco Cessation to motivate your patients. (see other side)

**REFER**

Use the eTobacco Protocol in your electronic medical record to get your patients free counseling and support materials, (including NRT for patients over 18 who are medically eligible). If they are not ready yet send them to [www.yesquit.org](http://www.yesquit.org) for more information.

**KEY POINTS FOR THE PROVIDER TO REMEMBER**

* Patients can be referred at every visit and they can enroll in the Quitline services up to wo times each year.
* The Quitline counsellor calls the patient within 24-48 hours and that day marks the beginning of that person’s journey to quit tobacco.
* It is important to remind the patient to answer calls from unfamiliar phone numbers because the Quitline call will come from a national call center with many different phone numbers.
* The quitline will attempt to call and enroll the patient up to 5 times before closing a referral record.
* Once the patient is enrolled (or the enrollment process has ended) the Quitline will send a report to provider indicating the status of the referral. The status could be: enrolled with a quit date, enrolled with a quit date and NRT provided, rejected services, not reached.
* If there is a bi-directional connection in the EMR, the report will be sent electronically to the patient record.
* This information then becomes a part of the patient’s electronic health record.
* The Quitline is also a resource that is available to staff who are attempting to quit using tobacco. The staff referral could be delivered by fax or the through the web form available at <http://www.yesquit.org/referral-form/>.

**KEY POINTS FOR IT/HEALTHCARE ADMINISTRATORS**

* Referral must be sent to the quitline on a daily basis to be sure the enrollment attempt is made when the patient is ready for assistance.
* The eTobacco Protocol must be preserved and assessed whenever the EMR is updated to assure that the connection to the Quitline is still viable.
* Staff training is critical to assure the new staff is aware of the importance and availability of tobacco cessation referral within the clinical workflow.

**MOTIVATING PATIENTS - THE 5 R’S OF TOBACCO CESSATION**

**RELEVANCE - 1 minute**

Ask patient about how quitting may be personally relevant.

• Extra money

• Longer and better quality of life

• People you live with will be healthier

• Decrease chance of heart attack, stroke or cancer

• If pregnant, improves chance of healthy baby

**RISKS - 1 minute**

Ask the patient about their perception of short-term, long-term and environmental risks of continued use.

• Acute (breathing, asthma, pregnancy) • Long-term (heart, lungs, health)

**REWARDS - 1 minute**

Ask the patient about perceived benefits/rewards for quitting tobacco use.

• Health (self & others) • Food taste

• Sense of smell • Feel better

• Example to others • Additional years of life

**ROADBLOCKS - 3 minutes +**

Ask patient about perceived roadblocks to quitting.

• Withdrawal symptoms • Fear of failure

• Weight gain • Lack of support

• Depression • Enjoyment of tobacco

**REPETITION - 1 minute +**

Respectfully repeat the 5 R’s each visit, providing patient with motivation and information.