
MDOQuit

MARYLAND RESOURCE CENTER



FOR QUITTING USE & INITIATION OF TOBACCO

Fax to Assist Manual: A Step-by-Step Guide for Healthcare Organizations

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Fax to Assist Manual:

A Step-by-Step Guide for Healthcare Organizations

Introduction

Tobacco dependence can be considered a chronic disease. Often a smoker will make several attempts to quit before successfully doing so. Your role as a healthcare provider in this process is critical. You can provide the link between the patient and help that may make the next quit attempt a lasting success. Evidence in the U.S. Public Health Service Clinical Practice Guideline: *Treating Tobacco Use and Dependence* demonstrates that **interventions using both medication or nicotine replacement therapy (NRT) and counseling are four times more effective than quitting “cold turkey.”** However, many patients are unaware that such treatments are available. In clinical settings, it is important that tobacco use assessment, brief interventions promoting cessation, and referral to treatment be systematically integrated into routine medical practice. Fax to Assist offers healthcare providers the opportunity to quickly link patients to a program emphasizing both counseling and pharmacotherapy – the free Maryland Tobacco Quitline.

This manual is designed to help Fax to Assist providers easily and seamlessly implement the process in their organizations by providing:

1. [An overview of Fax to Assist and the Quitline process.](#)
2. [Steps for demonstrating how Fax to Assist can be integrated into tobacco dependence treatment.](#)
3. [A step-by-step approach to using Fax to Assist with patients.](#)
4. [Resource materials and hand-outs for your organization and patients.](#)

All the materials in this manual are yours to use, copy, and distribute in your organization.

For more information to help your patients quit tobacco, visit our website at www.MDQuit.org.

If you need more materials or other help, please contact an MDQuit Resource Center Specialist (see Appendix for MDQuit information).

FAX TO ASSIST In Brief

Maryland's Tobacco Quitline (funded by the Maryland Department of Health and Mental Hygiene and operated by Alere™ Wellbeing) offers free, evidence-based, individualized counseling to Maryland residents 13 years or older who want to quit using tobacco. The Quitline is for people ready to make a quit attempt, preferably within the next 30 days; although it is intended to be a comprehensive treatment program, the Quitline will distribute materials or link smokers not ready to quit with additional resources including those available on their website. Through the Quitline, trained Quit Coaches™ (often former smokers themselves) provide an assessment, assist in developing a quit plan that may include NRT, offer helpful materials and make up to three additional calls for each Quitline enrollment. Patients may also initiate calls to the Quitline at any time to support their efforts at quitting.

Fax to Assist is a program that links the services of Maryland's Quitline directly to the tobacco user with the help of healthcare providers. With Fax to Assist, tobacco users no longer have to take the first step in calling the Quitline. Instead, after the Quitline receives a faxed referral form from a healthcare provider, a Quit Coach™ will pro-actively contact the patient to provide an intervention. The Quitline also faxes a report back to HIPAA-compliant healthcare providers after the encounter with the smoker (whether successful or not).

***With the Maryland Quitline's "Fax-to-Assist" program
helping your patients quit smoking is as easy as 1-2-3!***

1. *Take 20 minutes to become a certified provider by completing free, online training at www.mdquit.org/fax-to-assist or request on-site training for your team.*
2. *Through a brief intervention, ask all patients who use tobacco and are interested in quitting to sign the Fax Referral Form during their visit.*
3. *Fax the form to the Quitline. Within 48 hours, a certified Quit Coach™ will call your patient to begin the tobacco cessation coaching process. It's that simple!*

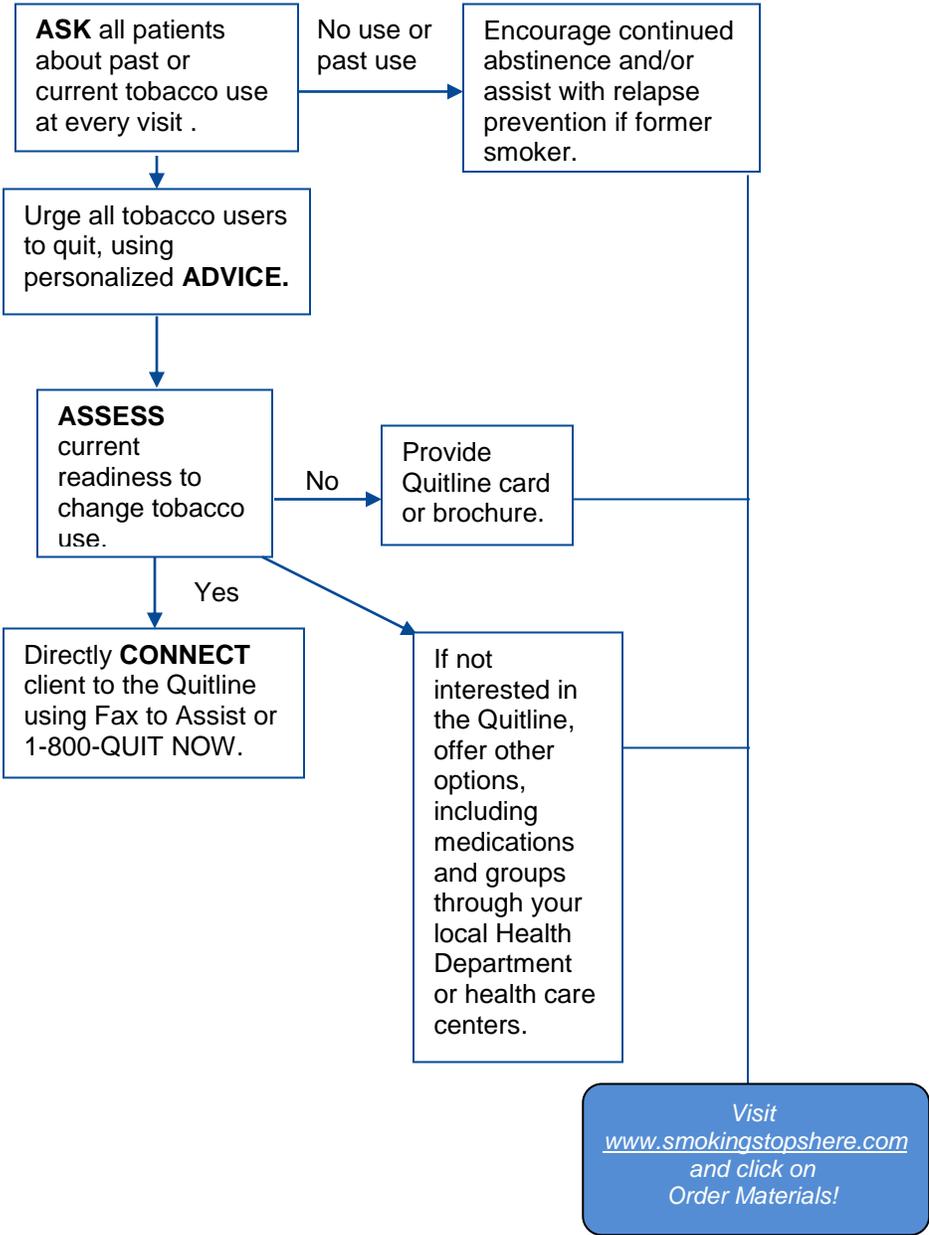
The next two sections describe the steps involved in making a Fax to Assist referral with a patient, beginning with an effective brief intervention called the **A3C clinical model**, followed by an overview of what patients can experience when they enroll in Quitline counseling services.

FAX TO ASSIST Brief Intervention with the A3C Clinical Model

The A3C clinical model provides four easy steps that can be used to integrate Fax to Assist into any interaction with patients, whether it is a brief contact or ongoing patient care:

- 1. ASK. Identify tobacco use.** The clinician or healthcare staff must ask if the patient uses tobacco and note the response on the chart. Many healthcare settings consider smoking status a vital sign to be universally documented like blood pressure.
- 2. ADVISE. Talk with the patient about tobacco use.** The clinician, in a clear, strong and personalized manner, urges every patient to quit. Linking quitting to alleviating current health concerns—like frequent colds, heart disease, diabetes, asthma, etc.—is most effective.
- 3. ASSESS. Determine if the patient is willing to make a quit attempt within the next 30 days and is ready to accept a call from the Quitline.** If the patient is not yet ready or has irregular access to a phone, do not make a fax referral at this time. However, give the patient a Quitline brochure or card and encourage the patient to call when he or she is ready, and keep checking with the patient at every encounter.
- 4. CONNECT. Connect patients who are ready to quit directly to the Quitline.** If the patient is a good candidate for Fax to Assist, the clinician or healthcare staff explains the program and asks the patient to complete the Fax Referral Form (see Appendix). By signing the form, the patient gives the Quitline permission to call him or her. The healthcare provider faxes the form to the Quitline. The Quitline will make a minimum of **four attempts** to reach the patient during the best time indicated by the patient. Should the patient not be reached after the final attempt, an attempt letter is sent inviting the patient to contact the Quitline for further assistance. The Quitline will fax a report back to the provider regarding whether a coach was able to reach the patient and provided an intervention.

FAX TO ASSIST A3C FLOW CHART



The Step-by-Step Process for Using Fax to Assist

THE REFERRAL PROCESS

1. The *healthcare staff or clinician* identifies the patient as smoking or chewing tobacco. **(ASK)**
2. The *clinician* discusses smoking with the patient, giving personalized feedback incorporating the patient's level of use, related health issues, and reasons to quit, then urges the patient to quit. **(ADVISE)**
3. The *clinician* determines the patient's motivation and readiness to make a quit attempt (to help with this evaluation, the *clinician* can log-in to his or her Fax to Assist account on www.MDQuit.org and download a Readiness Ruler). **(ASSESS)**
4. If the patient is ready to make a quit attempt in the next 30 days and is ready to accept a call from the Quitline, then he or she is a good candidate for Fax to Assist and the process continues (see Finding the Right Fit for Fax to Assist in the Resources Section).
 - NOTE: The clinician should check back in-person or by telephone within weeks of the patient starting the change plan. **(CONNECT)**
5. If the patient is still ambivalent or does not have periodic phone access, he or she is better served by simply being given a Quitline brochure or card, and not being referred via Fax to Assist.
 - NOTE: The clinician should reassess the patient's readiness at the next visit.

THE FAX REFERRAL FORM (see Appendix for Fax Referral Form)

1. The *clinician or healthcare staff* now discusses the consent form with the patient.
2. **The clinician fills in the first section, Provider Information.** It is important for you to fill out all of the information requested in this section. This information is used to accurately identify the referral site for Quitline data reporting purposes.
3. **The patient fills in the second section, Patient Information.** Patients should be sure to:
 - Initial the line giving permission for the Quitline to contact them.
 - Sign and date the form. **Important: Fax to Assist referrals cannot be processed without the patient's initials and signature on the referral form.**
 - Check the best times for the Quitline to call.

4. The person helping the patient with the referral should also:
 - Review the consent form to ensure that all sections are complete.
 - Inform the patient that the Quitline will call *within 48 hours* and confirm that he/she will be available.
 - Give the patient a Quitline brochure and a **Fax to Assist Patient Information** sheet (See Appendix).
 - Give the patient an “appointment reminder” for the call. You can use the bottom section of the **Fax to Assist Patient Information** sheet or an appointment reminder card.
 - Inform the patient that the Quitline counselor is calling from the number **866-784-8454** and there will be **no name** on the caller ID.
 - Congratulate the patient on taking this important step toward a tobacco-free life.

COMPLETING THE PROCESS

1. The designated contact person faxes the Referral Form to the Quitline at **1-800-483-3114**.
2. The Quitline makes four attempts to reach the patient during the times indicated by the patient. Following contact with the patient, the Quitline will fax a brief Fax Back Outcomes Report to the referring site indicating whether a counselor was able to reach the patient and whether an intervention was provided. This is a great resource for follow-up with the patient at future contacts and appointments.
3. The Fax Back Outcomes Report is generated and faxed to the Fax to Assist site once per patient referral. It is faxed to the site at the time that the Quitline determines one of the following:
 - *Accepted Services*: The Quitline made contact with the patient, and the patient registered for services. Services could include a request for materials only, the 1-call intervention, the multi-call interventions, and/or met screening criteria to receive the nicotine patch or gum.
 - *Declined Services*: The Quitline made contact, but the patient declined services.
 - *Unreachable*: The Quitline was unable to reach the patient after five attempts.

REPORTING A PROBLEM WITH FAX TO ASSIST

Please inform us of any problem a healthcare provider or patient experiences with the Quitline service so that we may address it. Please also provide any suggestions. Use the **Provider Inquiry Form** (see Appendix) to report a problem or inquire about the status of a referral. Complete the form and send it to Sara Wolfe via fax, 410-333-7903, or email, Sara.Wolfe@maryland.gov.

The Quitline Counseling Process

This is what your patient will experience when the Quitline makes contact and the patient decides to enroll in the program:

Call One: Setting the Quit Date.

The first call is generally a 20-40 minute assessment of tobacco use history, previous quit attempts, and life experiences that may affect success. The Quit Coach™ stresses the importance of setting a quit date and offers individualized counseling to help develop a plan that will work for each particular patient. The Quit Coach™ helps the patient decide whether treatments like the nicotine patch or gum are right for him/her. The patient will also be offered access to the website and discussion groups, appropriate printed support materials, and referrals to local resources if needed.

Call Two: On the Quit Date.

On the patient's planned quit date, his/her Quit Coach™ will call to provide the support needed and develop a plan to stay quit. This plan will include strategies for getting through strong cravings and learning to make it through each day without tobacco.

Call Three: Follow up on progress.

The Quit Coach™ will call when it's convenient for the patient to see how he/she is doing. The coach can provide other tips and techniques if needed, and if the individual has started using tobacco again, the Quit Coach™ can help him/her get back on track.

Call Four: Final check-in.

On the final call, the Quit Coach™ will check in to provide encouragement to stay quit and help the individual set up a long-term plan to stay tobacco-free for life. In addition to the four calls, individuals can call the Quitline at any time or visit the Quitline website for additional help and support.

Visit
www.smokingstopshere.com
for more on the Quitline and to
order free materials!

Quitline Services Outline

It is important to know the general services and specific incentive programs available to various populations throughout Maryland.

- The Quitline offers services to Maryland residents **24 hours per day, 7 days a week**.
 - State residency is determined based upon the caller's telephone area code. In order to be connected to the Maryland Quitline, the caller must make their call from a telephone number with a Maryland area code.
- The Quitline offers up to 12 weeks of free NRT, including the nicotine patch or gum for callers aged 18 and older.
- The Quitline also offers free, evidence-based services to Maryland residents between the ages of 13 and 17 who are interested in quitting tobacco. The **Youth Tobacco Use Cessation Program** includes:
 - Five counseling calls provided weekly for youth who call and are ready to quit—calls are scheduled at convenient times!
 - Motivational interviewing techniques used specifically to determine the caller's readiness to quit and encourage teens to set a quit date.
 - Comprehensive self-paced education materials mailed directly to the caller's home, if desired.
 - Relapse prevention addressed through planning and preparation.
- The Quitline also offers additional services for pregnant women, including 10 telephone calls made proactively both before and after her due date to help prevent relapse to smoking. The **Counseling Program for Pregnant Women** includes:
 - Discussion of the health risks associated with smoking.
 - Provision of information about the safety issues associated with secondhand smoke.
 - Discussion of the health benefits related to staying quit after the birth of the baby.
 - Availability of nicotine replacement (patch or gum), with physician approval only.
 - Various incentives for participating in calls:
 - A \$25 gift card for each group of three calls completed while pregnant (maximum of 6 calls)
 - A \$20 gift card for each postpartum call completed (maximum of 2 calls)
 - A maximum of \$90 in gift cards provided via email or mail from the Quitline Vendor
- Web and Text Services are now available to Maryland consumers to increase access to services in assisting with smoking cessation!
 - **Web Coach**[®] is an interactive website, www.quitnow.net/maryland, offering services including information on the benefits of quitting smoking and the risks of continuing to smoke, personalized cessation plans, ability to order up to 12 free weeks of NRT, and up-to-date evidence-based cessation information.
 - **Text2Quit**[®] is a mobile outreach program that helps individuals with setting a quit date; managing cravings by sending motivational texts with coping skills, and educational texts with games and quizzes; preparing to quit by learning about guided and proper use of NRT; and maintaining motivation by providing text messages for up to four weeks prior to quitting and up to four months following their quit date.

Integrating Fax to Assist Into Services Within Your Healthcare Setting

When integrating the Fax to Assist program within your setting, it can be helpful to think through the following questions: Who will do the brief intervention with each tobacco user? Who will obtain the signed Fax to Assist consent forms and send and receive faxes from the Quitline? Who will keep track of what the Quitline has done or is doing with each patient? Who will ensure that this is recorded in the patient’s charts and followed-up with patients? Who will support Fax to Assist integration with your setting’s systems? The following table offers suggestions for roles in this process, and the Fax to Assist Flyer (see Appendix) is a good way to get the word out in your setting.

SUGGESTIONS FOR ASSIGNING ROLES TO INTEGRATE FAX TO ASSIST

WHAT	WHEN	HOW	WHO
1. Determine whether a patient uses tobacco, document status	At every healthcare visit History & Physical assessment At hospital admission	Vital sign stamp or sticker Progress note, nursing or assessment form, Electronic Medical Record	Providers who complete vital signs or health assessment Admissions worker at hospital
2. Talk with patient about tobacco use <ul style="list-style-type: none"> • Advise to quit • Assess readiness to try to quit • Describe pharmacotherapy options • Offer Quitline Referral 	At every healthcare visit During hospital stay At discharge	Discuss with patient Give brochure on Quitline	Clinician/Health Care Provider
3. Prescribe medications if appropriate <ul style="list-style-type: none"> • For quitting • For withdrawal symptoms 	At healthcare visit During hospital stay At discharge	Discuss previous history Use medications chart in TTUD (see reference, below)	Clinician/Health Care Provider
4. Complete Fax Referral Form <ul style="list-style-type: none"> • Obtain patient signature • Fax form to Quitline • Document in patient record 	During healthcare visit During hospital stay prior to discharge	Give patient Fax to Assist handout with reminder of when the Quitline will call	Clinician/Health Care Provider Health Care Staff
5. Receive and review Fax Back Outcomes Report <ul style="list-style-type: none"> • Receive report from Quitline • Document in patient’s file 	After healthcare visit Post-discharge from hospital	File Fax Back Outcomes Report Put in patient’s records	Clinician/Health Care Provider/ Health Care Staff

In getting started, it is also important to clarify your role as a site provider and the supporting role of the MDQuit Resource Center for your site's implementation of the Fax to Assist program. Please carefully review the **Fax to Assist Program Policies** that follow and talk to a MDQuit Resource Center Specialist if you have any questions. Note the importance of maintaining current contact information with MDQuit as a Fax to Assist provider.

Fax to Assist Program Policies

MDQUIT RESOURCE CENTER PROVIDES:

1. Training to initiate the Fax to Assist program at a given site and follow-up technical assistance and support as needed.
2. This Fax to Assist manual for each site coordinator, to keep as an on-site resource for carrying out the program.
3. A resource for the latest scientific information about smoking cessation.
4. Our web site (www.MDQuit.org) with Best Practices information and links to the Quitline's web page (www.SmokingStopsHere.com) to order free Quitline promotional materials.
5. A Provider Inquiry Form (see Appendix) to let the Quitline know about and correct any problems patient's/provider's experience with the Quitline service.
6. Customized Fax to Assist consent form at start-up and updated forms as the facility or contact person's information changes.
7. Information to sites about available tobacco treatment training opportunities including scheduled in-person Fax to Assist certification trainings or information about how to complete the training online.

FAX TO ASSIST PROVIDER/SITE ROLES:

1. It can be helpful to identify one staff person at your site as the primary program contact.
2. Have appropriate staff engage in certification training and fully understand the Fax to Assist protocol.
3. Appropriately refer tobacco users that are both interested in quitting in the next 30 days AND ready to accept a call from the Quitline (See **Finding the Right Fit** in Appendix).
4. Correctly complete the consent form and fax directly to the Quitline.
5. Provide Fax to Assist informational handouts to patients.
6. Contact an MDQuit Resource Center Specialist if you would like additional group training in Fax to Assist or consultation around how to plan for implementation. Our role is to be that of support, available for additional trainings as well as a resource concerning any questions about the Fax to Assist program.
7. Utilize the Provider Inquiry Form for problems or concerns as needed.

Forms

SAMPLE FAX REFERRAL FORM

PROVIDER INQUIRY FORM

Resources

FAX TO ASSIST PATIENT INFORMATION SHEET

FINDING THE RIGHT FIT FOR FAX TO ASSIST

FAX TO ASSIST FLYER

MDQUIT RESOURCE CENTER INFORMATION

Web Resources

Maryland Tobacco Quitline: www.SmokingStopsHere.com

- Order FREE Quitline materials
- Learn more about the Quitline and the Fax to Assist program
- Access our Community Guide to Quit-Tobacco Programs, a list of local tobacco cessation resources
- Offer feedback on the Quitline

MDQuit Resource Center for Quitting Use & Initiation of Tobacco: www.MDQuit.org

- Online Fax to Assist Certification: Log-in to your Fax to Assist user account to download your Fax Referral Form, Readiness Ruler, and Follow Up Letter
- Access tools and the latest research on treating tobacco dependence
- Learn about best practices and options for tobacco users to help them quit
- Understand tobacco use and dependence as well as its prevention and treatment across a variety of settings and special populations

North American Quitline Consortium: www.naquitline.org

- Promotes evidence-based quitline services across diverse communities in North America and includes a profile of Maryland's Quitline: map.naquitline.org/profile/usa/md/

Provider Information:

CLINIC NAME TO APPEAR IN QUITLINE REPORTS

CLINIC ZIP CODE

NAME OF PROVIDER MAKING REFERRAL

CONTACT NAME

FAX NUMBER

PHONE NUMBER

I AM A HIPAA COVERED ENTITY (PLEASE CHECK ONE)
*(only HIPAA-covered entities receive feedback from the
 Quitline for clients they refer)*

YES

NO

DON'T

KNOW

Patient Information:

PATIENT NAME

DATE OF BIRTH

GENDER

MALE FEMALE

ADDRESS

CITY

ZIP CODE

PRIMARY PHONE NUMBER

HM WK CELL

SECONDARY PHONE NUMBER

HM WK

LANGUAGE PREFERENCE (PLEASE CHECK ONE)

ENGLISH

SPANISH

OTHER

____ I am ready to quit tobacco and request the Maryland Tobacco Quitline contact me to help me with my quit plan.
(Initial)

____ I DO NOT give my permission to the Maryland Tobacco Quitline to leave a message when contacting me.
*(Initial) ** By not initialing, you are giving your permission for the quitline to leave a message.*

PATIENT SIGNATURE: _____ DATE: ____/____/____

The Maryland Tobacco Quitline will call you. Please check the BEST 3-hour time frame for them to reach you. **NOTE: The Quitline is open 7 days a week; call attempts over a weekend may be made at times other than during this 3-hour time frame.**

6AM – 9AM

9AM – 12PM

12PM – 3PM

3PM – 6PM

6PM – 9PM

WITHIN THIS 3-HOUR TIME FRAME, PLEASE CONTACT ME AT (CHECK ONE):

Primary #

Secondary #



Date: _____

**Maryland Tobacco Quitline
PROVIDER INQUIRY FORM**

Name: _____ **Healthcare Organization:**

Phone: _____ **Fax:** _____ **E-mail**
Address: _____

In order to provide the best possible service to patients and healthcare providers, Maryland's Quitline wants to know about and correct any problems with our services as soon as possible. Please complete the form below as accurately as you can so we can investigate and resolve the problem. We will address your concern within seven days of receipt. The Quitline Coordinator will contact you within two weeks of receiving this form to update you on the progress and findings. Thank you for bringing this to our attention.

PATIENT INFORMATION:

Patient Name: _____ **Phone Number:**

Approximate Date of Call/Fax: _____ **County of Residence:**

Please provide detailed information below:

Please fax completed form to Sara Wolfe at 410-333-7903.

For Quitline use only:

Date Received:

Follow-up Plan:

Results:

FAX TO ASSIST Patient Information

WHAT IS FAX TO ASSIST?

The Fax to Assist program is YOUR direct link to **Maryland's Tobacco Quitline**. The Quitline provides **free** information and coaching by telephone to anyone who wants to quit using tobacco.

Your chance of quitting can be four times greater with coaching from the Quitline. With Fax to Assist, you don't have to take the first step by calling the Quitline. Instead, a Quit Coach™ will call you at a time that works for you.



WHEN WILL THE QUITLINE CALL ME?

The Quitline will call you *within 48 hours of receiving your faxed referral*. The coach will talk to you about quitting, tell you more about Quitline services and help you develop a plan to quit tobacco.

NOTE: When the Quitline calls you, the call will come from the number **866-784-8454** and there will be no name provided on the caller ID.

HOW OFTEN WILL THE QUITLINE CALL ME?

That's up to you. The Quitline will make four attempts to reach you for your first call over a period of 3-5 days from receipt of the initial contact form. After they reach you, you will decide whether you want to be called again. You can ask to have a quit coach call you on your quit day or other times during your quit attempt.

WHAT ELSE DOES THE QUITLINE PROVIDE?

In addition to coaching, you can get up to a 12 week supply of nicotine patches, gum, or both. The Quitline also provides information about quitting. It's important to talk to your healthcare provider about getting prescription refills for these and other smoking cessation medications.

IS FAX TO ASSIST CONFIDENTIAL?

Yes! The consent form you sign **does not** allow healthcare workers to give the information to anyone else.

REMEMBER: *Whether or not you sign up for Fax to Assist, you can call the Quitline toll-free at any time at 1-800-QUIT-NOW (784-8669). Quitline hours are 24 hours a day, 7 days a week.*

Appointment Reminder: Fill this out with your healthcare provider after you sign up for the Quitline and post it where you will see it.

Congratulations on signing up for the Quitline on _____!
today's date

Someone will call you within three days at the times you've checked below.

7 am – 11 am 11 am – 2 pm 2 pm – 5 pm 5 pm – 8 pm 8 pm – 11 pm Add. hrs





Finding the Right Fit for Fax to Assist

GOOD PATIENTS/CANDIDATES FOR FAX TO ASSIST:

- Are ready to make a quit attempt and soon (within 30 days).
- Have reliable access to a phone and are willing and able to take phone calls from the Quitline.
- Understand how Fax to Assist and the Quitline work.

How to Prepare the Patient for Fax to Assist:

- Provide him or her with the Fax to Assist Patient Information Form (See Appendix).
- Inform the patient that the Quitline is going to call him or her within two days at the times the patient specified. Will the patient be able to take the call at the phone number given?
- Inform the patient that the Quitline counselor will call from the number **866-784-8454**, and there will be no name on the caller ID.
- Inform the patient that he or she may call the Quitline anytime during operating hours as well.
- Fill out a card or reminder and give it to the patient. Treat this like an appointment reminder.

Patients Best Served with a Quitline Brochure or Card:

- Currently not ready or ambivalent about quitting.
- Irregular access to phone.
- Not enthusiastic about receiving calls on cell phone or at home.
 - These patients may prefer another form of treatment, like in-person individual or group counseling.
 - Visit www.smokingstopshere.com for local tobacco treatment information and resources.

With the Maryland Quitline's "Fax-to-Assist" program, helping individuals quit smoking is as easy as 1-2-3!



1. Take 20 minutes to become a certified provider by completing the free, online training at www.mdquit.org/fax-to-assist.
2. Ask those who use tobacco and are interested in quitting to sign the Fax Referral enrollment form during their visit.
3. Fax the form to the Quitline.

Within 48 hours, a certified Quit Coach™ will call them to begin the tobacco cessation coaching process. It's that simple!



MDQuit Resource Center

We are the resource center for tobacco use cessation and prevention for the State of Maryland. Our resource center is funded by the [Maryland Department of Health and Mental Hygiene \(DHMH\)](#) and located on the campus of the [University of Maryland, Baltimore County \(UMBC\)](#). Please become an active member of our website, and share your feedback, comments, and suggestions.

Mission

The Maryland Quitting Use and Initiation of Tobacco (MDQuit) Resource Center is dedicated to assisting providers and programs in reducing tobacco use among citizens across the state. Our mission is to link professionals and providers to state tobacco initiatives, to provide evidence-based, effective resources and tools to local programs, to create and support an extensive, collaborative network of tobacco prevention and cessation professionals, and to provide a forum for sharing best practices throughout the state of Maryland.

Contact Us

The MDQuit Resource Center is located at the University of Maryland, Baltimore County campus.

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WEBSITE: www.MDQuit.org

PHONE: 410-455-3628

FAX: 410-455-1755

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