



Telephone Quitlines

A Resource for Development, Implementation, and Evaluation



U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR DISEASE CONTROL AND PREVENTION



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Implementation, and Evaluation*



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Preface

This document was prepared by the U.S. Department of Health and Human Services under the direction of the Centers for Disease Control and Prevention, National Center for Chronic Disease Prevention and Health Promotion, Office on Smoking and Health, in response to a growing interest in telephone-based tobacco cessation services commonly known as quitlines. It is intended to help state health departments, health care organizations, and employers to contract for and monitor telephone-based tobacco cessation services. It is also intended to help states, health care organizations, and quitline operators enhance existing quitline services, and to inform those who are interested in learning more about population-based approaches to tobacco cessation.

The scientific literature contains little information about contracting for and operating quitline services. The information and recommendations presented in this document are therefore based primarily on the expert opinions of a panel of tobacco control professionals who have experience with statewide quitlines.

Acknowledgments

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