



Speaker 1: “Hi, I’m Jamie and I’m an intake specialist with the Florida Quitline. Whether you’re trying to quit using tobacco, or trying to help someone you care about quit, Quitline is a valuable resource available 24 hours a day, 7 days a week. Quitline callers receive up to five free counseling sessions, with counselors available in English or Spanish. Complimentary self-help materials and free nicotine patches, gum, or lozenges are available while supplies last as well. There’s never any insurance required, and the Florida Quitline is open to any Floridian age 11 or older. Whatever your reason for wanting to quit, there’s no bad time to call.

When you call for the first time, you can choose to talk to someone right away or schedule a more convenient approximate callback time. As an intake specialist, it’s my job to help figure out what your needs are as someone interested in quitting; or, if you’re calling for a loved one, what their needs may be. The initial intake process takes about ten to fifteen minutes. I’ll ask you some simple questions, like your name and address, and then try to figure out how long you’ve been using tobacco and what your specific usage habits are. It’ll help us gauge your motivation to stop using tobacco.

After we determine your needs, we’ll set you up with a counselor, like Luis will help you through the rough spots and arm you with the tools you need to make your quit attempt successful.”

Speaker 2 (Luis): “As Jamie said, I’m a counselor. My goal is to help you with tips and techniques for long-term success. First we’ll set a quit date and review the different types of nicotine replacement therapies offered through the Quitline. After that, we’ll help you figure out how to modify your thoughts and actions to avoid cravings, and we’ll help you mentally rehearse scenarios in which you may be tempted to use tobacco. This practice can help you overcome those cravings when they strike. By making the call, you’ve decided that you want to take steps to free yourself from tobacco. Whether this is your first attempt or you’ve been down this road before, we can help you be happier. We can help you be healthier. We can help you be free.”