What is TeleQuit?

TeleQuit is a program proven to help veterans quit smoking.

We provide telephone care coordination and follow-up for you, as a VA patient. You don’t have to leave home or work, or attend an on-site class. Everything is done by telephone and mail.

Which information will be mailed to the veteran’s home after the program enrollment?

- Welcome letter with the contact information of TeleQuit Program,
- Medication refill instruction,
- Medication flyer with side effect of smoking cessation medication and when to contact Telephone Care Program
- Brochure of Telephone Care Program.

The TeleQuit Program contact information:

You may call us at our toll free number, 1-650-493-5000, ext. 60557 (Palo Alto Division). Coordinators are available to take your call Monday-Friday, 8:00 AM - 4:30 PM. If you prefer to call us after 4:30 PM, you may leave a message on our voice mail. A TeleQuit coordinator will return your call as soon as possible.

How much time do I have to spend over the phone for the enrollment?

Enrollment takes 15-20 minutes. A TeleQuit coordinator will ask you some questions about your smoking history including history of chest pain, heart attack, eating disorder, seizure disorder, mood disorder and any medication that you're taking for mood to identify any contraindication for smoking cessation medication. You will be also asked about the preferred smoking cessation medication.

Which smoking cessation medications are offered?

The medications that the program offers are nicotine patch, gum, lozenge, bupropion and varenicline if there are no contraindications. Please see below for some important information and possible side effects of these medications.

Nicotine Patch

Normal possible side effects: skin irritation at patch site, headache, insomnia, abnormal dreams, upset stomach, muscle and/or joint aches, increased cough, fatigue, constipation

Possible serious side effects—Contact the Telephone Care Program right away: nausea, vomiting, diarrhea, abdominal pain, weakness, excessive sweating, flushing, severe dizziness, confusion, disturbed hearing or vision, faintness, rapid or irregular pulse, chest pain, altered breathing.
Wear your nicotine patch every day, 24 hours a day. (if you experience disturbing dreams or sleep difficulty, remove patches at bed time)

DO NOT wear more than one patch at a time.

DO NOT smoke while wearing the patch.

Alternate body locations for the patch daily.

If you have a severe reaction, REMOVE the patch and call your doctor or the Telephone Care Program.

Nicotine Gum
Most frequent side effects: belching, increased appetite, jaw pain, mouth irritation, sore throat, rapid pulse

Nicotine Lozenge
Most frequent side effects: sore throat, heart burn, hiccup, and nausea

Bupropion
Normal possible side effects: dry mouth, insomnia, nausea, vomiting, constipation, headache, dizziness, drowsiness, skin irritations, fast or irregular heartbeat, tremors, anxiety

Possible serious side effects-Contact the Telephone Care Program right away:
Severe rash, seizures

Start taking the pills at least 7 days before your quit date. Take one tablet twice a day for the first 3 days, then increase to two tablets twice a day. Take your evening dose no later than 5PM.

If you have a severe reaction, STOP taking the pills and call your doctor or the Telephone Care Program.

While on this medication, it is even more important than usual to AVOID heavy alcohol use.

IMPORTANT! Call the Telephone Care Program if you have any questions about your medication or if you experience any serious side effects.

The Telephone Care Program can be reached at 1-800-455-0057 24 hours a day.

Your health and safety are our top priority. We want to know if you experience any difficulties with any part of your smoking cessation treatment. Please call us if you are having any problems with your smoking cessation treatment. We are fully committed to providing you with the very best health care.

TeleQuit Program: 1-650-493-5000 ext. 60557
Do I get my preferred medication that I asked for during the enrollment?

The program nurse will evaluate your medical information, review your medical history and prescribe smoking cessation medication (if appropriate). If there are contraindications to smoking cessation medication, you will not receive it or you may receive a different smoking cessation medication than you preferred.

When should I expect my medication to arrive?
It may take 7-14 days for your medication to arrive after the enrollment.

What if my medication does not arrive on time?
Simply call a VA TeleQuit Coordinator at 1-650-493-5000 ext. 60557 (Palo Alto Division). Explain to them that you have not received your medication.

What can I do to request a refill on my smoking cessation medication?
Simply call a VA TeleQuit Coordinator at 1-650-493-5000 ext. 60557 (Palo Alto Division). Coordinators are available to take your call Monday-Friday, 8:00 AM - 4:30 PM. If you prefer to call us after 4:30 PM, you may leave a message on our voice mail. After the beep, leave the following information (please speak clearly):
Your first and last name
Last 4 digits of Social Security #
Phone #
Name of medication

When do we call you after the enrollment?
You will receive a follow-up phone call after 6 months to determine if you are currently smoking and, if you are a current smoker, to offer treatment options for quitting.

Is there a cost to enroll to The TeleQuit Program?
There is no cost to use TeleQuit, but there may be a co-payment for your smoking cessation medications.

What if I don’t want to be treated through TeleQuit?
If you decide you don’t want to be treated through TeleQuit, there are alternative treatment options to help you quit smoking. You can make a quit attempt on your own. The VA offers stop-smoking clinics as well as treatment by your VA provider. Non-VA community resources available to help you quit include non-profit programs such as Nicotine Anonymous, for-profit classes, and internet-based programs and support groups. Your VA provider can talk with you about the treatments and strategies that might work best for you.

You can call us anytime at 1-650-493-5000 ext. 60557 (Palo Alto Division)
We are here to help you!!