

Smokers' Helpline Fax Referral

Reviewed Date		Number	LG0111
Revised Date	<i>February 8, 2017</i>	Approved Date	<i>March 24, 2010</i>

Introduction

The Canadian Cancer Society's Smokers' Helpline (SHL) is a free, confidential service that provides personalized support and advice, as well as information about quitting smoking and tobacco use. The SHL is an evidence-based program, offered by text, telephone or online, designed to increase one's chances of quitting. Anyone, anywhere in Ontario who wants to quit or wants to remain tobacco free, can use the service.

The SHL *Fax Referral Program* provides a seamless integration of the cessation services offered by the helpline for health professionals who want to refer their clients for support. The fax referral program eliminates the need for clients to call the helpline. Instead, a Smokers' Helpline Quit Specialist will contact the tobacco user to provide services.

The Simcoe Muskoka District Health Unit has entered into a Scope of Service agreement with Smokers' Helpline for the Fax Referral Program. This program is a promotional methodology aimed at increasing referrals to the cessation service from healthcare providers. The agreement provides healthcare provider staff with another tool to help clients of the Simcoe Muskoka District Health Unit access Smokers' Helpline and get additional supports to help them become or stay tobacco free.

Purpose

This policy outlines the process and expectations for Simcoe Muskoka District Health Unit healthcare providers generating a Smokers' Helpline Fax Referral.

Legislative Authority

Health Protection and Promotion Act, 1990 s.5.
Municipal Freedom Information and Protection of Privacy Act, 1991.

Policy Definitions and Interpretation

Client: individual receiving and/or requesting service

SHL: Smokers' Helpline

Minimal Contact Intervention/Brief Clinical Intervention (MCI/BCI): a brief intervention used to discuss tobacco (or any other issue where behaviour change is desired) with a client, lasting approximately 1-3 minutes.

Healthcare Provider: health unit staff who have been trained in MCI/BCI and SHL fax referral process

Policy

All healthcare providers will obtain informed consent from the client for disclosing personal information to the SHL using the SHL Confidential Fax Referral Form and ensure client consent for the faxing of this information. This informed consent is documented in the client's health record.

Documentation of Smokers' Helpline Fax Referral using the Smokers Helpline Fax Referral Form is expected to be completed in accordance with agency and professional documentation standards. The SHL Confidential Fax Referral Form constitutes a client health record with confidential personal information and shall be filed and maintained in accordance with agency records management standards.

Procedures

1. All fax referrals to the Smokers' Helpline Fax Referral program by agency healthcare providers will follow the Smokers Helpline Fax Referral Form directions.
2. Complete the Healthcare Provider Referral Source section.
3. Ensure the client contact information section is completed.
4. Obtain informed consent, validated by client signature.
5. If a client signature is not attainable e.g. Health Connection client, telephone interaction, a verbal consent from the client is acceptable and documented as follows:
 - a) Print clients name in the Patient/Informed-Consent box
 - b) Document 'verbal consent received' and health care professional signature and date in white space of Patient/Informed-Consent box.
6. Ensure documentation of client consent to fax personal information to SHL is included in the client health record.
7. Request program assistant fax the form with the Simcoe Muskoka District Health Unit fax cover sheet to Smokers' Helpline 1-877-513-5334.
8. Retain the original fax referral form in the client chart.

Related Policies

IM0101 Personal Information Including Personal Health Information Privacy – Principles
IM0102 Personal Information Including Personal Health Information Privacy – Accountability
IM0103 Personal Information Including Personal Health Information Privacy – Consent
IM0104 Personal Information Including Personal Health Information Privacy – Collection & Use
IM0105 Personal Information Including Personal Health Information Privacy – Disclosure
IM0106 Personal Information Including Personal Health Information Privacy – Access
IM0107 Personal Information Including Personal Health Information Privacy – Correction
IM0108 Personal Information Including Personal Health Information Privacy – Privacy Breach
LG0101 Consent for Treatment

Documentation
IM0109 Documentation
SMDHU Nursing Documentation Manual (2014) Updated April 28th, 2016
College of Nurses of Ontario Documentation Standards – Revised 2008

Related Forms

LG0111(F1) How to Complete A Fax Referral
LG0111(F2) Fax Referral Form

Final Approval Signature: _____

Review/Revision History:

February 2017 – Revised
November 2012 - Revised
September 2010 Policy re-numbered, previous number B9.012