

The Austrian Quitline „Das Rauchfrei Telefon“



The Austrian Quitline

- Das Rauchfrei Telefon (The Austrian Quitline)
An initiative of the Social Insurance Agencies, the Federal States and the Department of Health
Operator: Lower Austria Health Insurance
- Contact
 - Quitline: 0800 810 013 (nationwide)
 - Monday to Friday 10 am to 6 pm
 - Services: 2 Lines, counselling by clinical psychologists
 - Website & Forum: www.rauchfrei.at
 - Email: info@rauchfrei.at

The Offer

- Telephone Counselling for Smoking Cessation
- Reactive & Proactive Service
- Support of starting a smoke-free life
- Information about Nicotine & Tobacco
- Relapse Prevention
- Referral to other smoking cessation programmes
- Dispatch of smoking cessation materials
- Cooperation with clinicians and health care delivery systems: Fax to Quit, Fax for Relapse Prevention



Folder for
COPD-Patients



Folder for
pregnant women



Folder for young
people



Folder for the
cooperation
with clinicians

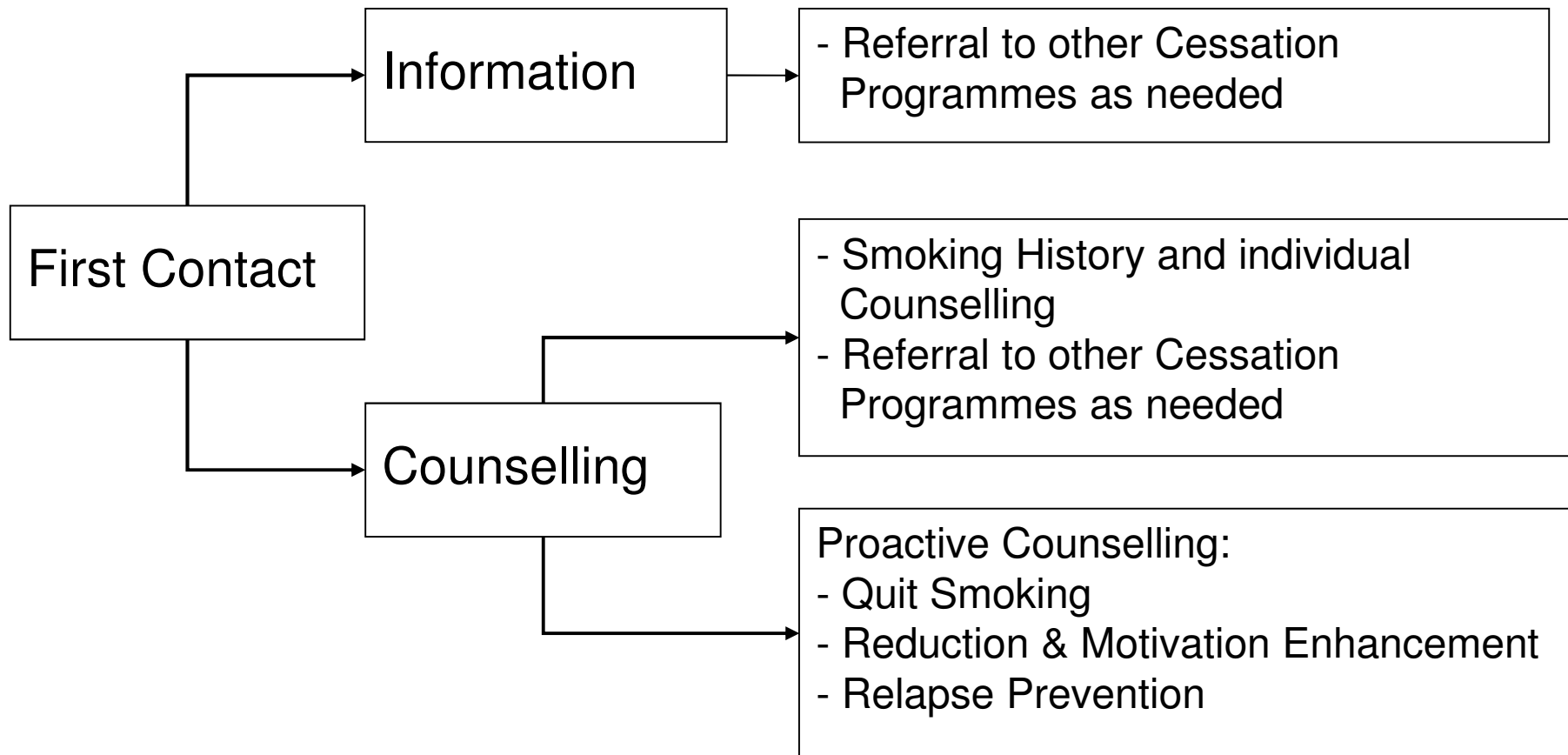
More folder on www.rauchfrei.at

Webbased Offers

- Website: information, downloads & links
- E-mail coaching
- E-Cessation programme
- Blog
- Facebook



First Contact



Key benefits of Quitlines

- Access nationwide
- Immediately available
- Individual Counselling
- Flexible: no registration, no fixed date
- Anonymous & without commitment
- Professional & competent service

U.S. Department of Health and Human Services:
**„Telephone quitline counseling is effective with
diverse populations and has broad reach!“**

5 years of success

The Austrian Quitline starts on the
31st of May 2006 (World No Tobacco
Day) –
the beginning of a successful story!

Statistical Facts:

- 20 000 callers
- 1/3 smokefree

- Website Austrian Quitline
www.rauchfrei.at
- European Network of Quitlines
www.enqonline.org
- European Campaign
www.exsmokers.eu
- Society of Research on Nicotine and Tobacco
www.srnt.org
- World Health Organization
www.who.int/en



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