

QuitlineNC Receives Praise

Here are some of the compliments shared by program participants with quit coaches in 2013 - 2017.

Alamance County

“If it wasn’t for you guys, I honestly don’t think I would’ve been able to do this. You guys giving me those patches – step one, two and three – really let me do this. That means the world to me.” J.W.

“I have been quit for over three months and I want you to know that when I quit my health improved and I feel so much better. I just wanted to thank you for all your hard work. I appreciate it and know others do too.” Y.B.

“Thank you for this program. I had been skeptical about calling, but then I heard someone else’s story of quitting through your program, and finally decided to call. It’s helped me think more about the technicalities of quitting, which I don’t think I ever could have done without you. I am sorry I didn’t call sooner!” M.W.

Alleghany County

“This program has been really helpful. I mean you are working with people at all different stages, and the way you help all of us is really incredible. Thank you for all of your help.” S.E.

Anson County

“I feel good about calling in. I am more aware and ready now. It’s been fun. I got a lot out of this call.” F.H.

Beaufort County

“I am pleasantly surprised with this phone call, and my confidence is rising as we speak. Thank you.” E.S.

Bladen County

“I want to say that I know I was not really comfortable setting a quit date in the beginning of the call, but you have made me feel better about quitting. After discussing some ways to cope with my urges, I am feeling much better about quitting and believe that I will be able to.” M.W.

“You guys are awesome. You’re a good coach. I hope all the coaches are as nice and helpful as you Thank you for the ideas, website and support. Thanks for the inspiration. I am really excited about this. I think I can do it!” B.W.

Buncombe County

“The Quit Coach is very skilled and a quality listener. I’m just so appreciative of the call.” R.F.

“You are so good at your job! Everyone who works there is! I am a communication specialist and it is all about the goals; you get it and it’s great! You do a good job. You are a wonderful coach! I really appreciate it; you guys are all amazing!” H.M.

Burke County

“I know for a fact that I would not have quit without this program. I really appreciate all you have done for me.” V.J.

Cabarrus County

“I have been quit for two years. If anyone can stay quit after all I have been through and stay quit, it is pretty amazing.” M.F.

Caldwell County

“You guys have a great program. Thank you.” S.S.

Carteret County

“You guys have given me the resources, the information and the tools I need to quit and the rest is on me. Even when I am struggling, you are open for me to call and I want to thank you all. Thank you to all of you that help to give us some of our healthy lives back.” B.A.

“I find that having a human voice on the other end of the phone makes the quit real for me. And the quality of service from the registration staff convinced me to continue with the program. I’m looking forward to the additional follow-up calls and support.” K.L.

“It’s a Godsend, what you guys do.” B.T.

Catawba County

"Y'all have a good team there and being able to call and receive calls from you has made all the difference in my quit. I save money now. I have two different wallets and place \$10 in each one, each week for my Grandkids." R.M.

"The program is totally awesome. It is awesome that it exists and is there to help people." R.T.

Chatham County

"The program is very meaningful and very helpful." M.V.

"You were so nice. You lifted my spirits and gave me some great advice." M.W.

Cherokee County

"My call with a coach made me realize what I'm capable of, and gave me the mindset that I don't need to smoke anymore. It really helped me to talk with you guys. I know I'm worth so much more now!" J.C.

Craven County

"I want to thank all the coaches! A couple of days ago I talked with one and she nailed down the problem that I was having! Now, I no longer have those strong cravings, and I was just calling to thank everyone." L.D.

Cumberland County

"I thank the Lord for you and the program. It makes me really happy that I can walk around and not smoke. I found the support and encouragement very helpful." J.P.

Currituck County

"I really am grateful for your help. When you guys call it just gives me a boost of motivation. I really appreciate your support and encouragement and it makes me feel like I can do it and I will do it. Thank You." D.C.

Davidson County

"You have been a lot of help! Thank you!" T.P.

Durham County

“You were so much help and a wonderful customer service representative to work with. You gave me a lot of information today to help me with what I am going through. I look forward to contacting you guys again and following these steps. Thank you!” L.S.

“This program has helped me! I’ve been smoking since I was 12 years old. I never thought that I would quit, but I have! You guys are doing an awesome job!” D.M.

Edgecombe County

“I’m going to knock this out the park. I appreciate what you do. Thank you for speaking with me today.” G.E.

Forsyth County

“I’m glad I found you all. I believe the Quitline is a key element to quitting. If I need to talk or something goes wrong, I know I can always call you.” C.C.

“I just want to thank you for all your help. I only had one slip up but I’m doing well and I’ve successfully quit. I just wanted to call and let you know. Thanks again.” C.J.

“Your program is one of the best things that North Carolina could have done!” S.T.

Guilford County

“You are awesome at your job! Thank you all for being here for people like me who don’t know how to quit. All of you guys have been awesome. Thank you so much!” D.L.

Hyde County

“You have been very nice and helpful. I appreciate it. Thank you.” C.A.

Johnston County

“If it wasn’t for you people, it would have been very hard to complete the program. I want to thank everybody at the Quitline.” J.S.

“I really appreciate that you were thorough about setting up a plan with me today. My motivation and confidence level got stronger throughout our conversation.” S.L.

Lenoir County

“You are awesome and I appreciate you all so much; I appreciate these calls and this program. Bless you all.” G.E.

Macon County

“I am blessed to have found this program. Thank you for helping me with it.” S.M.

“You have such an upbeat attitude and voice and you are doing the right thing by helping people. I want to give you a spiritual hug for being so motivating! You guys have helped me so much! I was afraid you wouldn’t help me again because I was in the program before but you helped me again!” D.G.

Onslow County

“I never would have quit without this program, thank you.” M.M.

Orange County

“You guys really did help me quit and I wanted to thank you for that. I will make sure to always keep your number close by.” H.J.

Pender County

“I just wanted to say thank you so much for helping me.” R.R.

Randolph County

“Text2Quit has helped me so much. The coaches have been great as well.” J.S.

Robeson County

“I thank you for all of your help! You’ve been an awesome coach, a good listener and a good teacher” J.P.

Rockingham County

“I love my calls. All of you have made this so much easier, and I love getting to hear from friendly, cheerful, non-judgmental people over the phone. It really helps. I look forward to hearing from y ’all.” T.W.

“You have been a great help. This has been a great conversation. Thank you. I really appreciate you taking time to talk with me.” C.L.

Rutherford County

“I quit a year ago, as of April, and I wanted to call to thank you guys for helping me.” H.E.

Sampson County

“You are all very kind. I’ve done this thanks to God and thanks to you all.” M.H.

Surry County

“I think you guys are an inspiration. I enjoyed talking to you and you got me some free patches. I really try to advertise for you. I like the Quitline.” T.H.

Wake County

“I really wish every state had this program. I am really, really amazed by this program.” D.B.

“I really appreciate the program and the calls. Thanks for providing the patches! Having them made me realize I can quit!” L.S.

“At the beginning of this process, I didn’t feel like it was possible for me to do this. I can’t express how much you all have meant to my quit. I even had a slip, but the coaches helped me realize that it can be part of the process, and to not beat myself up, but instead to learn from it. And now I remind myself that, no matter what I’m going through, not only will the cigarette NOT make it better, it will actually make it worse.” B.P.

“Thank you so much for what you guys do! I tell my friends who are still smoking that there’s a program out there that can support them if they ever want to quit. Making the decision to quit is the first step, but following through is sometimes the hardest part, and it’s so helpful to have that resource.” M.B.

“You have been great and encouraging! I appreciate all the support I can get from this program because I need it. You’ve been very nice.” E.B.

Wilkes County

“If I could fill out a customer service survey about you, I would. You have been so helpful and patient, and you have made what could have been a really stressful situation so easy. Normally, this kind of thing would have made me want to have a cigarette, and I don’t feel like that at all. I just really want to thank you so much for your patience and all your help. I really appreciate it.” B.B.

“You guys are doing a great job and you should be proud.” J.M.

Wilson County

“All the coaches I’ve talked to have been so sweet. They all had nice personalities. I plan to call in and let you all know how I’m doing because it has been a pleasure to talk to you all.” L.C.

Yancey County

“I feel good about this. I feel a calmness I have never felt before. I used to get nervous about quitting. I feel good this time though. Thank you for all the great tips!” E.E.



**State of North Carolina • Roy Cooper, Governor
Department of Health and Human Services • Mandy K. Cohen, Secretary
Division of Public Health
www.ncdhhs.gov • www.tobaccopreventionandcontrol.ncdhhs.gov
N.C. DHHS is an equal opportunity employer and provider.**