



2019 Healthcare Professional Communication Preferences Survey:

*Findings and Implications for the
New York State Smokers' Quitline*



Tuesday, November 19, 2019

Welcome

Facilitator:

- *Patricia Bax, RN, MS, NCTTP*
Marketing and Outreach Coordinator



Presenter:

- *Tony Astran, MPA, APR*
Public Information Specialist



Webinar Goal

To share analysis of our 2nd annual communication preferences survey with NYS Healthcare Professionals and NYS DOH Bureau of Tobacco Control contractors.

Webinar Objectives

At the close of this webinar, participants will be able to:

1. Identify communication platforms and tobacco cessation topics that best resonate with NYS healthcare professionals.
2. Discuss emerging trends (as shown through survey results) that will shape the NYS Smokers' Quitline's marketing initiatives.
3. Describe ways contractors can repurpose the survey data for localized outreach efforts.

Overview

- History of the Survey
- Participation Results
- Survey Questions
- Results and Dissections
- Upcoming Changes for 2020
- Implications of 2018 and 2019 Surveys
- Questions & Answers / Conclusion



CASAC Credits Pending

- Pending approval, **1.0 CASAC Credit** will be available through OASAS upon completing an evaluation and passing a five-question multiple choice quiz.

**Addiction
Services and
Supports**



About Our Presenter



History of the Survey / Rationale



History of the Survey / Rationale

- New Position,
New Approaches
- Part of Marketing Deliverable
- Avoid Assumptions
- Uncover Trends
- Build Connections and
Generate Awareness



NYS-Licensed Healthcare Professionals



PHYSICIANS



NURSES



**SOCIAL
WORKERS**



**RESPIRATORY
THERAPISTS**



DENTISTS



**MENTAL
HEALTH
PRACTITIONERS**

2018

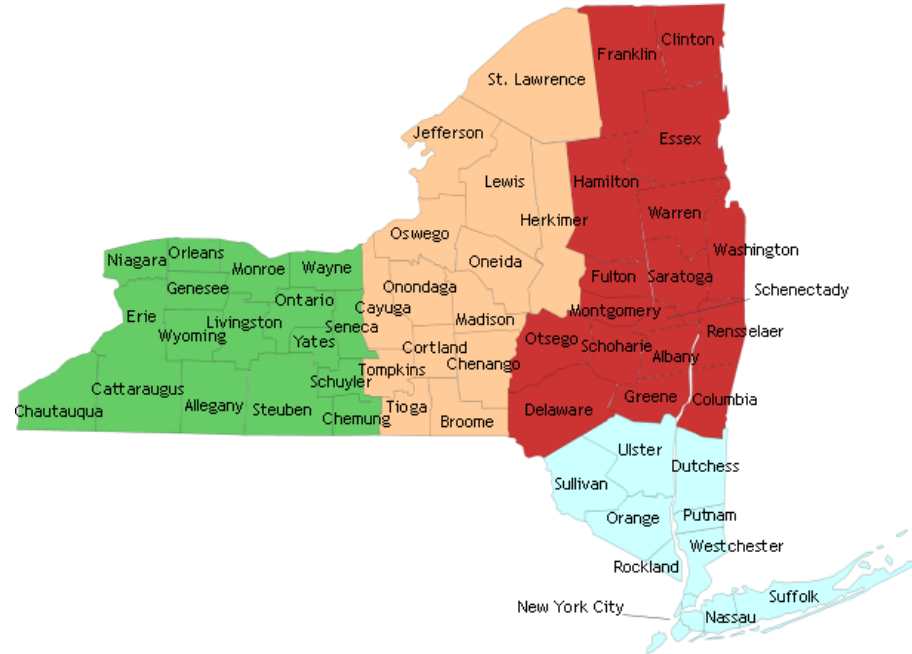
- Nearly 84,000 emails
- 1,588 fully completed surveys
- 1.89% completion rate

2019

- Nearly 133,000 emails
- 2,673 fully completed surveys
- 2.01% completion rate

Demographic Questions

- Practice in NYS? (Yes/No)
- Specialty/Discipline
 - *(21 choices)*
- Type of Organization
 - *(12 choices, including “other”)*
- Number of Employees
 - *(5 choices: <10 through >1,000)*
- Enter Zip Code



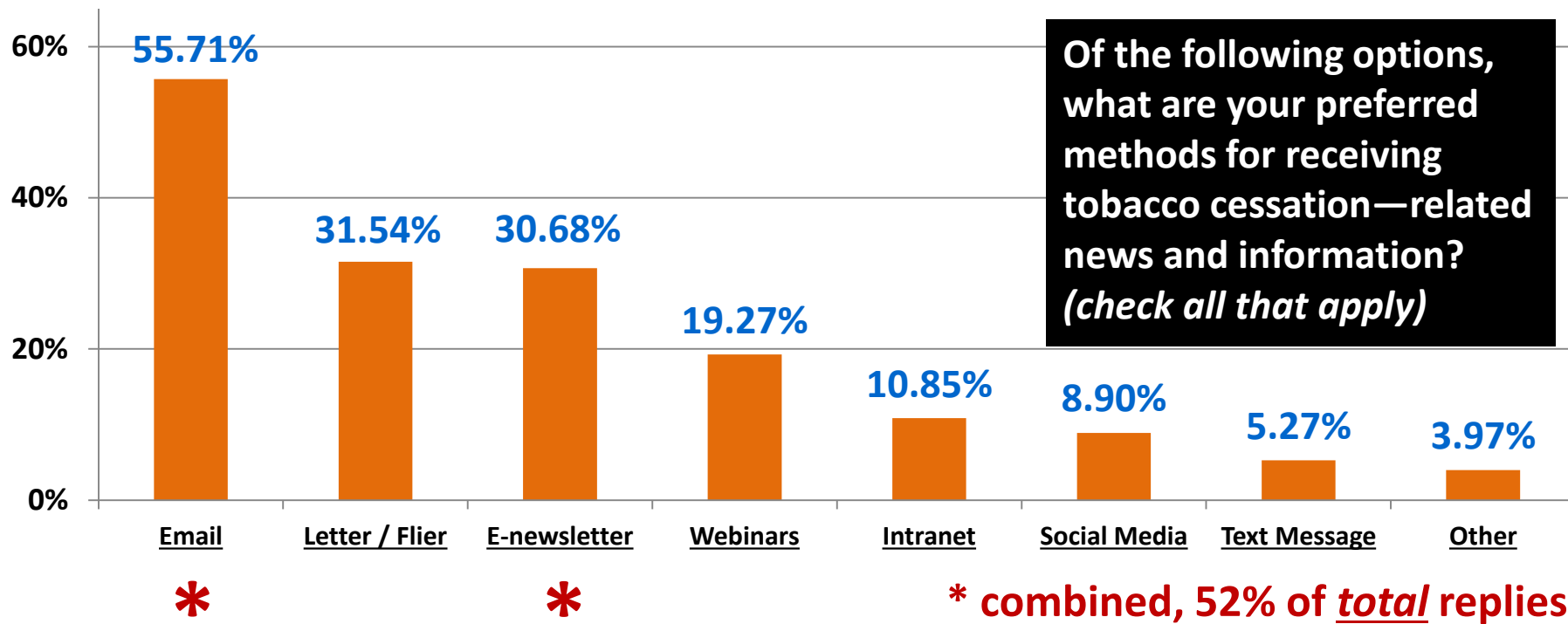
2019 HCP COMMUNICATION SURVEY

QUESTION #6: Of the following options, what are your preferred methods for receiving tobacco cessation—related news and information? *(Check all that apply.)*

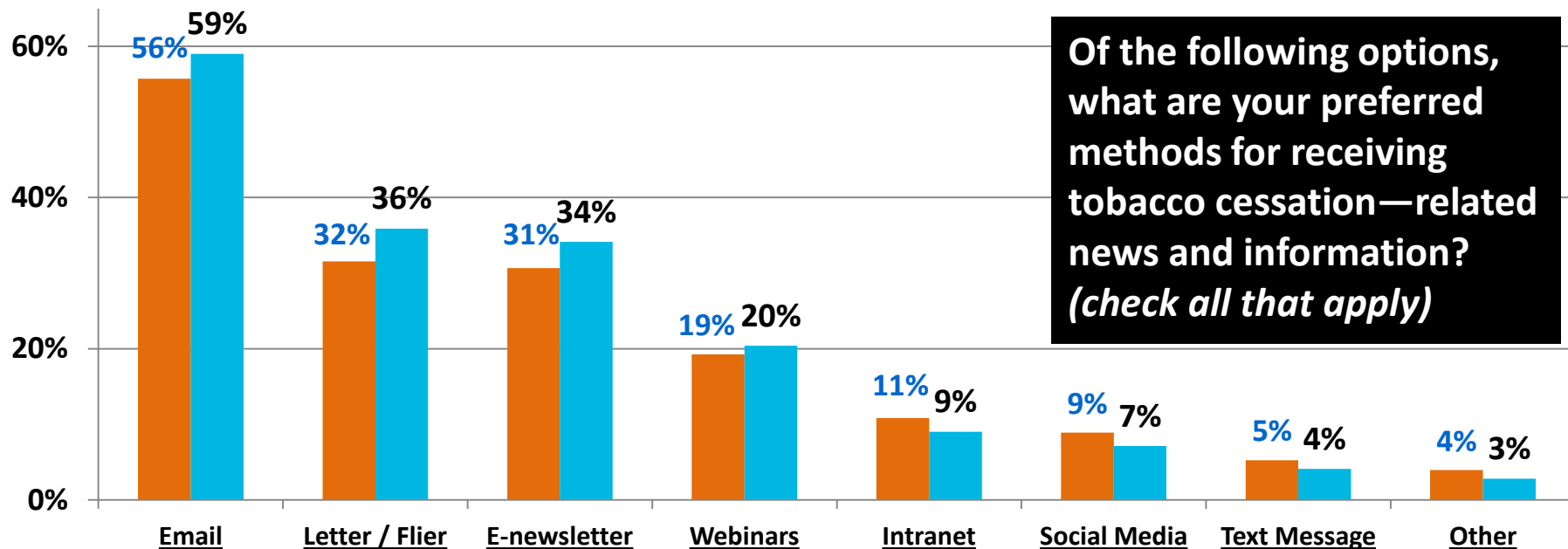


POLL TIME!

2019 HCP COMMUNICATION SURVEY



2019 HCP COMMUNICATION SURVEY



2019 compared to **2018**

2019 HCP COMMUNICATION SURVEY

QUESTION #7: For general news, what local/regional media outlet (*e.g., newspaper, TV station, radio station, online site*) do you read, view, or listen to the most?

The New York Times



2019 HCP COMMUNICATION SURVEY

QUESTION #8: If you have adolescent patients (*younger than age 21*), do you screen them for tobacco use (*any products: including cigarettes, e-cigarettes, cigars, hookah, etc.*)?

- Yes → move to Question 9
- No → skip to Question 10



2019 HCP COMMUNICATION SURVEY

QUESTION #9: In the previous question, you indicated you do screen adolescent patients. Do you also offer them treatment? *(Check all that apply.)*

- I do NOT offer treatment
- Referral for counseling
- On-site counseling / intervention
- Quit apps
- Other *(please specify)*
- Information about / referral to the New York State Smokers' Quitline
- FDA-approved nicotine replacement therapy (NRT), such as patches, gum, lozenges, inhalers, nicotine spray, varenicline (Chantix[®]), and/or bupropion (Zyban[®])

2019 HCP COMMUNICATION SURVEY

	<u>OVERALL</u>	<u>Western</u>	<u>Central</u>	<u>Capital</u>	<u>Metro</u>
YES	75.42%	77.05%	74.40%	77.95%	74.59%
Info about / referral to the Quitline	45.54%	59.56%	58.60%	47.32%	39.64%
On-site counseling / intervention	39.83%	37.70%	49.46%	40.00%	39.16%
Referral for counseling	30.11%	25.41%	27.42%	24.39%	32.52%
FDA-approved NRT	26.39%	32.24%	31.72%	25.37%	24.19%

If you have adolescent patients (younger than age 21), do you screen them for tobacco use (any products: including cigarettes, e-cigarettes, cigars, hookah, etc.)?

Do you also offer them treatment? (check all that apply)







2019 HCP COMMUNICATION SURVEY

	<u>OVERALL</u>	<u>METRO</u>	<u>5 B's</u>	<u>L.I.</u>	<u>LHV</u>
YES	75.42%	74.59%	71.50%	80.31%	78.57%
Info about / referral to the Quitline	45.54%	39.64%	36.73%	45.86%	40.64%
On-site counseling / intervention	39.83%	39.16%	40.14%	36.94%	39.04%
Referral for counseling	30.11%	32.52%	34.29%	31.53%	27.27%
FDA-approved NRT	26.39%	24.19%	26.39%	20.38%	21.93%

If you have adolescent patients (younger than age 21), do you screen them for tobacco use (any products: including cigarettes, e-cigarettes, cigars, hookah, etc.)?

Do you also offer them treatment? (check all that apply)

2019 HCP COMMUNICATION SURVEY

	OVERALL							ADMIN
YES	75.42%	81.91%	72.56%	74.29%	79.64%	70.90%	66.36%	67.95%
Info about / referral to the Quitline	45.54%	41.21%	51.40%	57.69%	36.07%	44.48%	49.30%	52.83%
On-site counseling / intervention	39.83%	47.43%	32.77%	23.08%	20.55%	50.00%	67.71%	37.74%
Referral for counseling	30.11%	28.46%	35.57%	46.15%	27.40%	23.10%	22.54%	30.19%
FDA-approved NRT	26.39%	37.64%	26.05%	30.77%	14.16%	16.55%	8.45%	20.75%

If you have adolescent patients (younger than age 21), do you screen them for tobacco use (any products: including cigarettes, e-cigarettes, cigars, hookah, etc.)?

Do you also offer them treatment? (check all that apply)

2019 HCP COMMUNICATION SURVEY

	<u>OVERALL</u>	<u>Dental Practice</u>	<u>Primary Care Clinic</u>
YES	75.42%	81.22%	90.05%
Info about / referral to the Quitline	45.54%	32.50%	56.35%
On-site counseling / intervention	39.83%	21.88%	61.33%
Referral for counseling	30.11%	26.25%	37.02%
FDA-approved NRT	26.39%	16.88%	45.30%
I do NOT offer treatment	16.17%	33.13%	7.18%

If you have adolescent patients (younger than age 21), do you screen them for tobacco use (any products: including cigarettes, e-cigarettes, cigars, hookah, etc.)?

**Do you also offer them treatment?
(check all that apply)**

2019 HCP COMMUNICATION SURVEY

QUESTION #10: Which of the following tobacco cessation intervention methods do you practice at your organization? *(Check all that apply.)*

- **5 A's** (Ask, Advise, Assess, Assist, Arrange)
- **AAR** (Ask-Advise-Refer)
- **AAC** (Ask-Advise-Connect)
- **Ask and Act**
- **Other** (*please specify*)
- **5 R's** (Relevance, Risks, Rewards, Roadblocks, Repetition)
- **Freshstart**[®] (American Cancer Society)
- **Freedom from Smoking**[®] (American Lung Association)
- **Motivational Interviewing**
- **I do not practice any tobacco cessation intervention methods**

2019 HCP COMMUNICATION SURVEY



POLL TIME!

2019 HCP COMMUNICATION SURVEY







	<u>OVERALL</u>	<u>Western</u>	<u>Central</u>	<u>Capital</u>	<u>Metro</u>
Motivational Interviewing	31.99%	30.11%	34.40%	31.18%	32.23%
I do not practice any tobacco cessation intervention methods	30.64%	31.37%	28.40%	30.80%	30.96%
5 A's (Ask, Advise, Assess, Assist, Arrange)	21.89%	20.84%	26.40%	19.39%	21.97%
AAR (Ask-Advise-Refer)	14.93%	13.89%	15.20%	12.93%	15.33%

Which of the following tobacco cessation intervention methods do you practice at your organization? (Check all that apply.)

OTHER CHOICES (overall percentage listed):

Ask and Act (8.87%), Other (8.04%), 5 R's (6.06%), Ask-Advise-Connect (5.50%), Freedom from Smoking® / ALA (5.42%), Freshstart® / ACS (3.59%)

2019 HCP COMMUNICATION SURVEY

	OVERALL							ADMIN
Motivational Interviewing	31.99%	35.54%	24.19%	25.71%	14.91%	50.61%	55.14%	28.21%
I do not practice any tobacco cessation intervention methods	30.64%	23.57%	34.25%	17.14%	36.36%	33.50%	29.91%	28.21%
5 A's (Ask, Advise, Assess, Assist, Arrange)	21.89%	25.48%	23.37%	34.29%	21.45%	11.98%	15.89%	23.08%
AAR (Ask-Advise-Refer)	14.93%	16.31%	13.11%	31.43%	24.73%	9.29%	6.54%	23.08%

Which of the following tobacco cessation intervention methods do you practice at your organization? *(Check all that apply.)*

OTHER CHOICES *(overall percentage listed):*

Ask and Act (8.87%), Other (8.04%), 5 R's (6.06%), Ask-Advise-Connect (5.50%), Freedom from Smoking® / ALA (5.42%), Freshstart® / ACS (3.59%)

2019 HCP COMMUNICATION SURVEY

	<u>OVERALL</u>	<u>Dental Practice</u>	<u>Primary Care Clinic</u>
Motivational Interviewing	31.99%	16.24%	48.76%
I do not practice any tobacco cessation intervention methods	30.64%	35.03%	10.95%
5 A's (Ask, Advise, Assess, Assist, Arrange)	21.89%	22.34%	41.29%
AAR (Ask-Advise-Refer)	14.93%	24.37%	14.93%
Ask and Act	8.87%	8.63%	15.42%

**Which of the following tobacco cessation intervention methods do you practice at your organization?
(Check all that apply.)**

“Slider” Questions

11. How *well-trained* do you consider yourself as a HCP who can treat tobacco use and dependence?
12. How *effective* do you consider yourself as a HCP who can treat tobacco use and dependence?
13. How frequently do you *directly refer* your tobacco-using patients to the New York State Smokers’ Quitline?
14. How frequently do you *indirectly refer* your tobacco-using patients to the New York State Smokers’ Quitline?
15. How likely are you to *recommend* the New York State Smokers’ Quitline’s services to a fellow HCP?

0 to 100









2019 HCP COMMUNICATION SURVEY

	<u>OVERALL</u>	<u>Western</u>	<u>Central</u>	<u>Capital</u>	<u>Metro</u>
How well-trained do you consider yourself as a HCP who can treat tobacco use and dependence?	48.36%	48.87%	50.31%	51.56%	47.32%
How effective do you consider yourself as a HCP who can treat tobacco use and dependence?	45.88%	45.15%	46.46%	49.01%	45.49%
How frequently do you directly refer your tobacco-using patients to the New York State Smokers' Quitline?	31.09%	33.71%	30.88%	32.16%	30.16%
How frequently do you indirectly refer your tobacco-using patients to the New York State Smokers' Quitline?	45.04%	48.71%	48.73%	49.41%	42.90%
How likely are you to recommend the New York State Smokers' Quitline's services to a fellow HCP?	56.74%	60.43%	63.03%	55.27%	54.96%

Each question included a slider from 0 to 100.

2019 HCP COMMUNICATION SURVEY

	OVERALL							ADMIN
How well-trained do you consider yourself as a HCP who can treat tobacco use and dependence?	48.36%	52.28%	46.74%	62.37%	41.39%	46.79%	51.86%	50.95%
How effective do you consider yourself as a HCP who can treat tobacco use and dependence?	45.88%	49.69%	44.62%	55.00%	38.62%	43.83%	51.20%	48.26%
How frequently do you directly refer your tobacco-using patients to the NYSSQL?	31.09%	31.33%	32.99%	48.11%	23.77%	28.14%	30.18%	39.56%
How frequently do you indirectly refer your tobacco-using patients to the NYSSQL?	45.04%	44.92%	47.45%	69.09%	38.80%	41.57%	40.06%	52.19%
How likely are you to recommend the NYSSQL services to a fellow HCP?	56.74%	52.45%	60.47%	76.20%	46.14%	58.20%	60.32%	68.87%







Each question included a slider from 0 to 100.

2019 HCP COMMUNICATION SURVEY

	<u>OVERALL</u>	<u>Western</u>	<u>Central</u>	<u>Capital</u>	<u>Metro</u>
<u>2019</u>					
How frequently do you <u>directly refer</u> your tobacco-using patients to the New York State Smokers' Quitline?	31.09%	33.71%	30.88%	32.16%	30.16%
How frequently do you <u>indirectly refer</u> your tobacco-using patients to the New York State Smokers' Quitline?	45.04%	48.71%	48.73%	49.41%	42.90%
<u>2018</u>					
How frequently do you <u>directly refer</u> your tobacco-using patients to the New York State Smokers' Quitline?	26.51%	32.07%	30.69%	29.68%	23.37%
How frequently do you <u>indirectly refer</u> your tobacco-using patients to the New York State Smokers' Quitline?	37.81%	44.81%	44.10%	42.97%	33.45%

Each question included a slider from 0 to 100.

2019 HCP COMMUNICATION SURVEY

	OVERALL							ADMIN
<u>2019</u>								
How frequently do you directly refer your tobacco-using patients to the NYSSQL?	31.09%	31.33%	32.99%	48.11%	23.77%	28.14%	30.18%	39.56%
How frequently do you indirectly refer your tobacco-using patients to the NYSSQL?	45.04%	44.92%	47.45%	69.09%	38.80%	41.57%	40.06%	52.19%
<u>2018</u>								
How frequently do you directly refer ...	26.51%	24.57%	32.64%	38.25%	18.77%	21.65%	21.79%	39.25%
How frequently do you indirectly refer ...	37.81%	35.91%	45.38%	58.07%	30.64%	30.71%	28.69%	50.00%

Each question included a slider from 0 to 100.

2019 HCP COMMUNICATION SURVEY

QUESTION #16: Please check all of the New York State Smokers' Quitline benefits of which you are aware.

- Quit Coaches at the Quitline are available seven days a week by calling 1-866-NY-QUITS (1-866-697-8487)
- The Quitline offers resources at its website and through social media
- Downloadable and printable fact sheets and brochures are available online at www.nysmokefree.com
- Quitline Coach support and resources are offered in both English and Spanish
- Quitline Coach support is available via translator for 100+ languages
- The Quitline provides a free two-week starter kit of nicotine replacement therapy for those who qualify
- The Quitline has provider patient referral programs to assist in efforts to help patients quit
- Other (*please specify*)
- None

2019 HCP COMMUNICATION SURVEY

	<u>2018</u>	<u>2019</u>	<u>Western</u>	<u>Central</u>	<u>Capital</u>	<u>Metro</u>
Quit coaches available 7 days a week at 1-866-NY-QUITS	43.39%	45.98%	53.68%	52.40%	49.81%	42.18%
Resources available through website and social media	39.04%	40.25%	47.58%	45.20%	50.95%	35.73%
Downloadable / printable fact sheets and brochures online	40.74%	41.26%	47.37%	48.80%	45.63%	37.66%
English and Spanish support and resources available	26.70%	25.51%	26.74%	24.00%	25.86%	25.23%
Coach support available via translator for 100+ languages	10.01%	11.04%	9.68%	14.00%	9.89%	10.98%
Free two-week NRT starter kit available	33.12%	33.11%	39.16%	40.40%	38.78%	29.45%
Patient referral programs	28.40%	29.55%	34.32%	31.60%	32.32%	27.34%
None	31.55%	27.42%	21.05%	19.60%	23.57%	31.02%

Please check all of the New York State Smokers' Quitline benefits of which you are aware.

2019 HCP COMMUNICATION SURVEY

QUESTION #17: What tobacco and cessation related topics are of most interest to you? *(Check all that apply.)*

- The science of tobacco addiction
- Latest research on electronic nicotine device systems, such as e-cigarettes
- How to get reimbursed for Medicaid
- Billing/coding/insurance for tobacco-related treatments
- Other *(please specify)*
- Pharmacotherapy and other evidence-based treatments for tobacco addiction
- Effective counseling for your patients to quit smoking
- The Quitline's Opt-to-Quit™ patient referral program
- Side effects of nicotine replacement treatments (NRT)
- I am not interested in tobacco and cessation related topics
- Don't know / refuse to answer

2019 HCP COMMUNICATION SURVEY

■ TOP TOPICS OF INTEREST IN 2019

1. Effective counseling – 61.13%
2. Pharmacotherapy/treatments – 48.75%
3. **E-cigarettes – 46.05%**
4. Side effects of NRT – 38.68%
5. **The science of addiction – 38.38%**
6. Opt-to-Quit™ – 36.63%

■ TOP TOPICS OF INTEREST IN 2018

1. Effective counseling – 66.56%
2. **Pharmacotherapy/treatments – 55.54%**
3. **Opt-to-Quit™ – 50.57%**
4. E-cigarettes – 43.07%
5. Side effects of NRT – 41.94%
6. The science of addiction – 36.52%



2019 HCP COMMUNICATION SURVEY

<u>OVERALL</u>	<u>Western</u>	<u>Central</u>	<u>Capital</u>	<u>Metro</u>	<u>5 B's</u>	<u>Long Island</u>	<u>LHV</u>
46.05%	56.00%	41.60%	48.67%	43.27%	39.30%	48.08%	52.52%
#3	#2	#3	#3	#3	#4	#3	#2



Odd discrepancies by region only for interest in the topic of:
“latest research on electronic nicotine device systems, such as e-cigarettes”

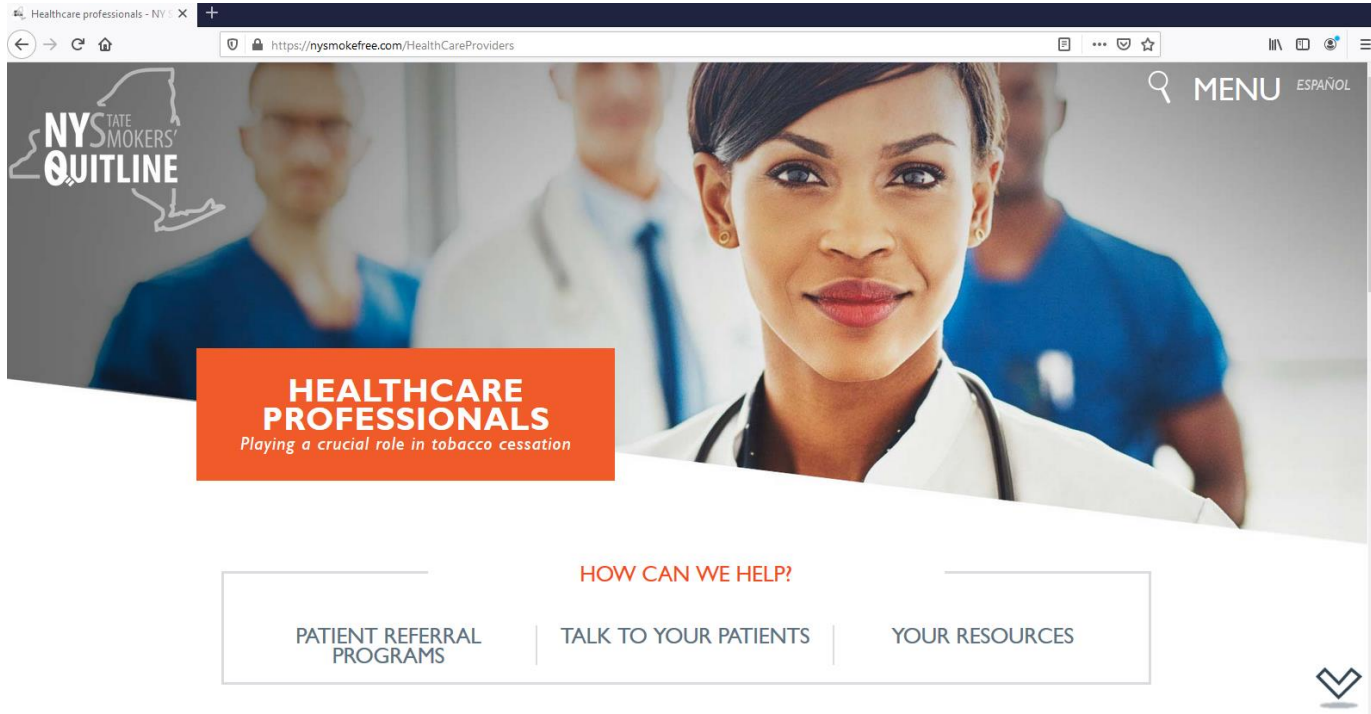


2019 HCP COMMUNICATION SURVEY

QUESTION #18: Our website, nysmokefree.com, was revamped in August 2018. Which sections of the website do you find helpful for your tobacco dependence treatment efforts? (*Check all that apply.*)

- 25.25% • **Quitting Tobacco** (how to quit, medications, etc.)
- 19.04% • **Staying Quit** (slip-ups, managing stress, triggers, etc.)
- 17.81% • **Facts & FAQs** (what's in a cigarette, e-cigarettes, etc.)
- 16.57% • **Tools & Resources** (local cessation programs, print materials, etc.)
- 5.54% • **News Room** (e-newsletters, press releases, expert database, etc.)
- 14.48% • **Healthcare Professionals**
(patient referral programs, resources for providers/patients/office, etc.)
- 6.06% • **None of the above**
- 58.89% • **I haven't visited *nysmokefree.com* in the past year**

2019 HCP COMMUNICATION SURVEY



Primary Care Clinic

23.38%

Dental Practice

15.74%

OVERALL

14.48%







Private Practice

(n=767)

10.82%

2019 HCP COMMUNICATION SURVEY

QUESTION #19: Have you downloaded resource materials, saved helpful links, and/or printed pages from *nysmokefree.com*?

	<u>OVERALL</u>							<u>ADMIN</u>
YES	18.82%	14.65%	22.66%	45.71%	11.64%	18.34%	16.82%	30.77%
NO	81.18%	85.35%	77.34%	54.29%	88.36%	81.66%	83.18%	69.23%

32% at Primary Care Clinics; 14% at Private Practices and Dental Practices

Final Questions – All OPTIONAL

QUESTION #20: Have you used any tobacco products – such as cigarettes, cigars, chewing tobacco, or electronic nicotine delivery systems (ENDS / e-cigarettes) – for your personal time in the past month? [YES / NO]

QUESTION #21: In the optional comment box below, please share details about how resources at *nysmokefree.com* assist your tobacco dependence treatment efforts.

QUESTION #22: Please feel free to provide a comment about the services from the New York State Smokers' Quitline.

What Should We Change for 2020?

- Change Healthcare Providers to Healthcare **Professionals**
- Add the following new categories for type of organization:
 - School or university
 - Home health care
 - Nursing home / skilled nursing facility
- Eliminate Admin category as a selection for type of professional (too broad)
- Additional questions for e-cigarettes



How Did the 2018 Survey Help?

WHO	WHAT	WHERE
Nurses; respiratory therapists	Insurance; Medicaid benefits	Metro and Western Regions; hospitals and academic medical centers
Social workers; mental health professionals	NYSSQL materials; education on e-cigarettes and pharmacotherapy	Central and Capital Regions; behavioral health organizations and academic medical centers
Physicians; social workers	Opt-to-Quit™	Metro Region (especially Long Island) and Capital Region; primary care clinics
All – but especially mental health professionals	NYSSQL materials; education on side effects of NRT and the science of addiction	Small private practices and behavioral health organizations throughout New York State <i>except</i> the Metro Region

How Did the 2018 Survey Help?



Smoking is an addiction. Don't give up. Get support. For help to quit smoking, Medicaid and your healthcare provider can help. For additional support, visit nyquitline.com or call 1-866-NY-QUIT5 (1-866-697-4847).

Having trouble viewing this email? [View in browser](#).

Quick Quips

Welcome to the Spring/Summer 2019 issue of *Quitters Always Win!* – a periodical e-newsletter from the New York State Smokers' Quitline (Quitline) devoted to the human stories behind its team members, partners, and those who receive our tobacco cessation services.

We always welcome hearing your ideas and suggestions for future stories and/or ways to make the content even more relevant to meet your tobacco dependence treatment needs. Reach out anytime to Tony Astran, Public Information Specialist for the Quitline, at anthony.astran@roswellpark.org or 716-845-8239.

During the CDC's Office of Smoking and Health's **Year of Cessation** in 2019, each quarter focuses on a particular topic. The focus for Q3 – July through September – is quitlines. Accordingly, the Quitline will have special communication forthcoming in [The Check-Up](#) and [social media](#) to celebrate and amplify key messages.

If you missed our webinar on *Exploring Combination Therapy for Smoking Cessation: A Provider and Quitline Intervention* on Tuesday, June 11, it is now available on-demand by visiting the [Online News Room](#).



Success Story: Michelle R.

Michelle R. of Syracuse, now 45, said she began smoking at age 18 because her parents smoked. Michelle was fortunate to be able to quit on her first attempt last summer. Support and medication from the Quitline played a major role in her success, and a heart-to-heart conversation with her son (pictured) was the final impetus to become tobacco-free.

First	Last	Title	Outlet	Email	Phone	Fax	Address	City
Richard	Sanford	Editor & Publisher	Catskill Mountain News	news@catskillmountainnews.com	(845) 586-2601	(845) 586-2366	45414 State Hwy 28	Arville
Cynthia	Sarakas	Host	Community Conversations - WKBW-FM	csarakas@wkbw.org	(607) 729-6200	(607) 729-7328	603 Gates Rd	Utica
Sarah	Evans	Editor and Publisher	Deposit Courier	depositsarah@dcnews.net	(607) 467-3600	(607) 467-5330	24 Laurel Bark Ave	Delaware
Sally	Zegers	Publisher & Editor	Hancock Herald	hazcockherald@hancock.net	(607) 637-3593	(607) 637-4383	102 E Front St	Delaware
Wendy	Post	News Room	Press & Sun-Bulletin	wpost@owego-pressnyvaer.com	(607) 687-2434	(607) 687-4808	281-183 Front St Ste 2	Utica
News	Room	News Room	Press & Sun-Bulletin	editor@bupagestream.com	(607) 777-2515	(607) 777-3000	4200 Vespa Pkwy East	Utica 1303
News	Room	News Room	Press & Sun-Bulletin	ababbitt@gannett.com	(607) 777-2515	(607) 777-3000	33 Lewis Rd	Utica
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Ashley	Wiskano	Reporter / Photographer	Press & Sun-Bulletin	awiskano@gannett.com	(607) 798-1234	(607) 798-1113	33 Lewis Rd	Utica
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James	McDaniel	Host	The Evening Sun	news@evsun.com	(607) 337-3000	(607) 334-3272	29 Lark St	Utica
Kathy	Horton	Host	The Evening Sun	khorton@evsun.com	(607) 652-5252	(607) 652-5253	9 Ball Rd	Utica
News	Room	Publisher	The Mountain Eagle & Scholastic News	news@mountaineagle.com	(607) 724-2360	(607) 724-2360	1000	Utica
Richard	Snyder	Reporter	The Reporter Group	rsnyder@thereporter.com	(607) 724-2360	(607) 724-2360	1000	Utica
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Bachel								

BINGHAMTON DMA MEDIA LIST (as of 10/24/19)

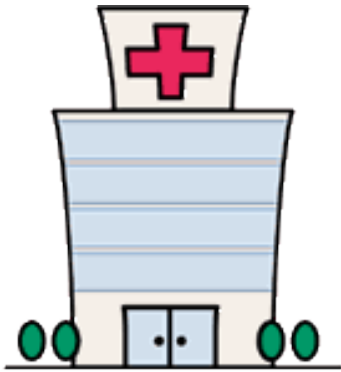
Focus for 2019-2020



Using the Data: An Example



- 62% prefer email
- Ask-Advise-Refer and “Do Not Practice”: both 24%
- Low scores in “well-trained” and “effective” (35%), but receptive to recommending the Quitline (57%) and providing an indirect referral (47%)
- Above-average awareness
- Top topics: E-cigarettes (53%), pharmacotherapy (50%), effective counseling (47%)



Questions?



Contact Us Anytime!

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Thank
you!

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