



# Care team call script – Acid Reflux HRA

This script is part of Unlock Health’s care team script library, created to give care teams a consistent, compassionate framework for follow-up calls. Each script aligns with the corresponding HRA’s clinical review and risk pathways, helping teams confidently guide participants toward the right next step.

These scripts are designed to be used **alongside your Engagement Queue CTA strategy**. For a full overview of how engagement queue CTAs work — including setup, SLAs, and best practices — see the [Call Engagement Queue CTA Playbook](#).

## Purpose

The Acid Reflux HRA screens adults for gastroesophageal reflux disease (GERD) symptoms using the validated GerdQ tool, recognized for improving diagnostic accuracy. Results guide participants toward appropriate care:

- Evaluation for diagnosis
- Follow-up for poor symptom control
- Reassurance when symptoms are unlikely

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## Pre-call checklist

Before calling, care teams can open the participant’s risk report from the **Actions** column of the engagement queue dashboard. This provides context beyond the summary view.

Within the report, review:

- **Primary result** (for example: see a doctor for evaluation, ask a doctor about your symptoms, Acid Reflux not likely, etc.)
- **Chronic symptoms** (for example: cough, hoarseness, sore throat)
- **Concerning symptoms** (for example: chest pain, painful swallowing, weight loss)
- **Reported GERD symptoms** (for example: heartburn, poor sleep, OTC medication use)
- **Healthy habits and lifestyle gaps** (for example: meal timing, alcohol use, smoking)
- **Risk factors** (for example: tobacco use, weight)

*Combine this risk report review with a quick EMR lookup, if available, to ensure the call is informed, compassionate, and action-oriented.*

## Additional resources

- [\*Clinical Review Document – Acid Reflux HRA\*](#)
  - [\*Follow-up Strategy Guide – Acid Reflux\*](#)
  - [\*Sample Acid Reflux HRA Report\*](#)
  - [\*Logging Follow Up Calls with Engagement Queue CTAs\*](#)
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## CARE call flow

### C - Connect

- “Hello, this is [Name] from [Health System]. Thank you for completing the Acid Reflux Health Risk Assessment. Who do I have the pleasure of speaking with today?”
- Verify identity using date of birth or another approved identifier.

### A - Assess

- “I’d like to review your results with you. Based on your responses, here’s what we found...”
- Highlight concerning symptoms, chronic issues, or lifestyle gaps. Then ask: “Can you tell me how these symptoms affect your daily life?”

### R - Recommend (based on clinical pathways)

- **Serious Symptoms Reported, Seek Medical Attention** → “Your symptoms may require urgent evaluation. I recommend seeking care immediately. Can I help connect you with a provider today?”
- **Diagnosed with Symptoms, See a Doctor About Symptom Control** → “You indicated ongoing symptoms despite your diagnosis. A follow-up with your doctor is important. Would you like help scheduling?”
- **Undiagnosed Increased Risk, See A Doctor For Evaluation** → “Your results suggest GERD may be present. We recommend a primary care evaluation. Can I help set up that appointment?”
- **Undiagnosed with Symptoms, Ask a Doctor About Your Symptoms** → “Occasional symptoms can still affect quality of life. Discussing them with your doctor may help. Can I assist with scheduling?”
- **Diagnosed & Asymptomatic, Symptoms Well-Controlled** → “It looks like your symptoms are well managed. Continuing your plan is important. Would you like help scheduling a routine check-up?”

- **Undiagnosed & Asymptomatic, GERD Not Likely** → “Even though you are not experiencing symptoms now, staying mindful of risk factors like smoking or diet can help. Would you like resources to support healthy habits?”

## E – Enable

- Offer to schedule, transfer, or provide resources.
  - “Can I help you book an appointment now?”
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## Documentation guidance

Log each call attempt in the engagement queue dashboard:

- Date and time of call
- Disposition — scheduled appointment, voicemail, no answer, scheduled, callback later, not eligible, referral sent, etc.
- Notes — symptoms discussed, concerns, next steps

### Why documentation matters

Consistency in documentation ensures reliable reporting and continuous improvement. It also guarantees that another care team member can seamlessly continue the conversation if needed.

For detailed steps, see: [How to Log a Call in Engagement Queue](#)

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## Voicemail example

“Hello, this is [Name] from [Health System], calling regarding your recent Acid Reflux Health Risk Assessment. We’d like to review your results and discuss next steps for your health. Please call us back at [Phone Number].”

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## Need help?

Your Client Success Director can help walk through engagement queue CTAs – from training to overall strategy.

Email: [hrasupport@unlockhealthnow.com](mailto:hrasupport@unlockhealthnow.com)

