



# Care team call script – Anxiety 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 Anxiety HRA uses the validated GAD-2 questionnaire to screen for generalized anxiety disorder symptoms.

Results help care teams recommend:

- Further assessment for participants scoring  $\geq 3$  on GAD-2 or reporting panic attacks (**Anxiety assessment recommended**)
- Primary care discussion for participants with mild symptoms (**Tell a doctor about your symptoms**)
- Psychoeducation and self-monitoring for participants without symptoms but with risk factors (**Keep a symptom journal**)

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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.

Within the report, review:

- Primary result (for example: anxiety assessment recommended, tell a doctor about your symptoms, keep a symptom journal)
- GAD-2 responses (nervousness, worry frequency)
- Reported symptoms (for example: restlessness, irritability, trouble relaxing, fear of something bad happening)
- Panic attacks in the past 4 weeks (yes or no)

- Risk factors (for example: family history, childhood trauma, stress, fear of criticism, self-criticism)

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

### Additional resources

- [Clinical Review Document – Anxiety HRA](#)
  - [Follow-up Strategy Guide – Anxiety HRA](#)
  - [Sample Anxiety 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 Anxiety 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 their reported symptoms, GAD-2 score, or panic attack history. Then ask: “How have these feelings or symptoms been impacting your daily life?”

### R – Recommend (based on result category)

- **Anxiety assessment recommended** (GAD-2  $\geq 3$  or panic attacks in past 4 weeks) → “Your results suggest additional screening is needed. We recommend follow-up with your primary care provider or a mental health professional soon. Can I help you schedule that?”
- **Tell a doctor about your symptoms** (GAD-2 = 1–2 or bothersome symptoms without panic attacks) → “Your results show symptoms that may benefit from a discussion with your doctor. They can help determine if further evaluation is needed. Would you like help arranging an appointment?”
- **Keep a symptom journal** (no symptoms reported, no recent panic attacks) → “You did not report symptoms of anxiety at this time. Keeping a symptom journal can help you

track any changes. If symptoms develop, it's important to talk with your provider. Would you like resources on managing stress and mental health?"

## E – Enable

- Offer to schedule, transfer, or provide resources.
  - “Can I help you set up an appointment or provide self-care resources today?”
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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 Anxiety 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)

