



Care team call script – Bladder Control 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 Bladder Control HRA identifies participants experiencing bladder control problems, assesses types of leaks, levels of bother, and related risk factors, and flags worrisome urinary symptoms that warrant medical evaluation.

Results help care teams recommend:

- Prompt evaluation for worrisome urinary symptoms
- Specialist (urology) referral for bothersome activity-related leaks
- Primary care evaluation for other treatable bladder problems
- Reassurance and lifestyle guidance when no bladder control problems are reported

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: prompt medical evaluation recommended, treatable control problem identified, treatable bladder problem identified, medical evaluation needed, no bladder control problems reported)
- Bladder control problems reported (for example: activity-related leaks, urgency-related leaks, frequent urination, other leaks)

- Level of bother (for example: “greatly bothered” as shown in the report)
- Risk factors (for example: smoking, obesity, childbirth history, menopause, pelvic surgery, bladder irritants, medications)

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 – Bladder Control HRA](#)
- [Follow-up Strategy Guide – Bladder Control HRA](#)
- [Sample Bladder Control HRA Report](#)
- [Logging Follow-up Calls with Engagement Queue CTAs](#)

CARE call flow

C – Connect

- “Hello, this is [Name] from [Health System]. Thank you for completing the Bladder Control 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 any worrisome urinary symptoms, the type of bladder control problem reported, and lifestyle risk factors. Then ask:
“Can you tell me how these symptoms affect your daily life?”

R – Recommend (based on result category)

- **Prompt medical evaluation recommended** (worrisome symptoms) → “Your symptoms may indicate a more serious condition. We recommend prompt evaluation by a healthcare professional. Can I help you connect with a primary care provider today?”
- **Treatable control problem identified** (greatly bothered by activity-related leaks) → “Your results show activity-related leaks that are very bothersome. These are treatable and sometimes curable. We recommend a referral to a urologist. Would you like help scheduling?”
- **Treatable bladder problem identified** (urgency-related leaks, frequent urination, or less bothersome activity-related leaks) → “Your results suggest bladder control problems

that are often treatable. We recommend follow-up with a primary care provider, who can guide you to the right next step. Can I help you set up that appointment?”

- **Medical evaluation needed** (other leaks not tied to urgency or activity, no worrisome symptoms) → “Urine leaks can have many causes. A medical evaluation is needed to rule out more serious conditions and identify treatment options. Would you like me to help schedule a primary care appointment?”
- **No bladder control problems reported** → “You didn’t report any recent leaks or frequent urination, which is great. Still, lifestyle habits and risk factors can influence bladder health over time. Would you like resources to help protect bladder health?”

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](#)

Voicemail example

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

Need help?

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

Email: hrasupport@unlockhealthnow.com