



Care team call script – Depression 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 Depression HRA uses the PHQ-2 questionnaire to pre-screen adults ages 18–89 for depressive symptoms. A score of 2 or higher indicates that further screening — typically the PHQ-9 — is recommended.

Results help care teams recommend:

- Additional screening for participants at risk (**Depression assessment recommended**)
- Primary care discussion for participants with mild symptoms (**Tell a doctor about your symptoms**)
- Psychoeducation and monitoring for participants without symptoms but with risk factors (**Keep a symptom journal**)

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: depression assessment recommended, tell a doctor about your symptoms, keep a symptom journal)
- PHQ-2 responses (loss of interest or pleasure, feeling down or hopeless)
- Other symptoms (for example: sleep disturbance, appetite changes, low energy, poor concentration, restlessness)

- Reported risk factors (for example: chronic pain, stress, pregnancy, limited emotional support, family history, prior depression)
- Safety flags — if suicidal ideation is reported, the HRA directs participants to emergency resources instead of producing a standard result

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 – Depression HRA](#)
 - [Follow-up Strategy Guide – Depression HRA](#)
 - [Sample Depression 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 Depression 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 PHQ-2 score, other reported symptoms, and relevant risk factors. Then ask: “Can you tell me how these symptoms have been affecting your daily life?”

R – Recommend (based on result category)

- **Depression assessment recommended** (PHQ-2 $\geq$ 2) → “Your results suggest further screening is needed. The next step is a more complete assessment, usually with a PHQ-9. We recommend you see your provider or a mental health professional soon. Would you like help scheduling?”
- **Tell a doctor about your symptoms** (PHQ-2 = 1 or significant symptoms) → “You reported symptoms that could be signs of depression. We recommend you discuss these with your doctor during your next appointment. Would you like us to help arrange that?”

- **Keep a symptom journal** (no symptoms, may have risk factors) → “You did not report current symptoms, but you do have some risk factors. We recommend you keep a symptom journal and check in with your provider if symptoms develop. Would you like resources on signs to watch for?”

E – Enable

- Offer to schedule, transfer, or provide resources.
 - “Can I help you book an appointment or connect you to mental health resources 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 Depression 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