



Care team call script – Diabetes 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 Diabetes HRA uses the validated Bang risk score and ADA standards to identify adults who may be at risk for undiagnosed diabetes or prediabetes.

Results help care teams recommend:

- Clinical evaluation and blood testing for undiagnosed risk (very high or high risk)
- Chronic care program enrollment for participants with existing diabetes
- Primary care visits for increased-risk participants
- Lifestyle education and prevention for low-risk participants

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: evaluation for diabetes recommended, prediabetes – high risk, increased risk, existing diabetes, more information needed, low risk)
- Risk factors (for example: age, BMI or waist size, family history, smoking, exercise, blood pressure, cholesterol, blood sugar)
- Reported history (for example: gestational diabetes, prediabetes, type 1 or type 2 diabetes)
- Lifestyle factors (for example: physical inactivity, tobacco, alcohol use, diet, weight)

- Knowledge gaps (for example: missing cholesterol, blood sugar, waist measurement, or family history)

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 – Diabetes HRA](#)
- [Follow-up Strategy Guide – Diabetes HRA](#)
- [Sample Diabetes 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 Diabetes 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 diabetes risk level, known conditions, and lifestyle factors. Then ask: “Have you ever had a blood sugar or A1C test before?”

R – Recommend (based on result category)

- **Existing diabetes** → “You reported having diabetes. Staying on top of your A1C is important. Would you like help scheduling with your doctor or enrolling in a chronic care program?”
- **Evaluation for diabetes recommended** (very high risk, undiagnosed) → “Your results suggest you may be at risk for diabetes. A simple blood test can confirm. Would you like help scheduling a screening with your provider?”
- **Prediabetes – high risk or gestational diabetes – high risk** → “You are at high risk of developing diabetes in the future. We recommend you see your doctor soon for blood testing and guidance. Can I help schedule that?”
- **Increased risk** (one or more risk factors, not meeting high-risk thresholds) → “You have risk factors for diabetes. Seeing your provider can help prevent or delay diabetes. Can I assist with setting up an appointment?”

- **More information needed** (missing answers) → “Some of your results are incomplete, such as family history or lab values. The best next step is to get your blood sugar and cholesterol checked. Would you like help arranging those tests?”
- **Low risk** → “You are currently at low risk, which is great. Maintaining a healthy lifestyle is key. Would you like resources to help keep your risk low?”

E – Enable

- Offer to schedule, transfer, or provide resources.
- “Can I help you book an appointment or connect you to our diabetes prevention program?”

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 Diabetes 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.

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