



Care team call script – Healthy Weight 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 Healthy Weight HRA uses BMI-based categories and self-reported health information to guide weight-related care.

Results help care teams recommend:

- Medical evaluation for unexplained weight loss
- Weight management programs for obesity or overweight with comorbidities
- Education on prevention and maintenance for overweight or healthy weight participants
- Supportive guidance for underweight 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: see a doctor about your unexplained weight loss, current: obese, current: overweight – lose weight, currently in the overweight range, currently in the healthy weight range, currently in the underweight range)
- Weight-related health concerns (for example: high blood pressure, shortness of breath, type 2 diabetes, sleep apnea)

- Quality of life impacts (for example: daily activity limitations, emotional well-being, bodily pain, social or relationship concerns)
- Other health risks (for example: blood pressure, cholesterol, blood sugar, family history, smoking status)

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 – Healthy Weight HRA](#)
 - [Follow-up Strategy Guide – Healthy Weight HRA](#)
 - [Sample Healthy Weight 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 Healthy Weight 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 the participant’s weight category, reported concerns, or risk factors. Then ask: “How has your weight been affecting your daily activities, health, or confidence?”

R – Recommend (based on result category)

- **Unexplained weight loss** ($\geq 5\%$ in six months, cause unknown) → “Unintentional weight loss can sometimes signal an underlying issue. We recommend you schedule a primary care visit as soon as possible. Can I help set that up?”
- **Current: obese (BMI ≥ 30)** → “Your results show obesity. A personalized weight management plan could help reduce risks and improve health. Would you like help scheduling a visit with primary care or a nutrition specialist?”
- **Overweight – lose weight** (BMI 25–29.9 plus comorbidities) → “You are overweight and also reported health concerns that increase your risk. We recommend a weight management program through primary care. Would you like assistance connecting?”

- **Currently in the overweight range** (no comorbidities) → “You are overweight but did not report additional health concerns. The goal is to prevent weight gain and maintain your current health. Would you like resources on healthy weight maintenance?”
- **Currently in the healthy weight range (BMI 18.5–24.9)** → “Your results show you are in a healthy weight range. Staying active and making good nutrition choices will help maintain that. Would you like resources to help sustain your current health?”
- **Currently in the underweight range (BMI <18.5)** → “Your results show you are underweight. Talking to your provider can help determine safe ways to reach a healthier weight. Would you like resources or a referral to a nutritionist?”

E – Enable

- Offer to schedule, transfer, or provide resources.
 - “Can I help you set up 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 Healthy Weight 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