Care team call script – Knee & Hip 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 Knee & Hip HRA uses the Oxford Knee Score (OKS) and Oxford Hip Score (OHS) to evaluate joint pain and function.

Results help care teams recommend:

- Orthopedic referral for participants with severe or moderate impairment
- Primary care or physical therapy for those with mild symptoms
- Lifestyle education and prevention for participants without significant symptoms

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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: severe knee/hip symptoms, moderate symptoms, mild symptoms, no significant symptoms)
- Joint location and severity (for example: left knee, right hip, bilateral)
- Reported lifestyle factors (for example: exercise habits, BMI, weight-related strain, daily activity limits)

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 – Knee & Hip HRA*
- *Follow-up Strategy Guide – Knee & Hip HRA*
- *Sample Knee & Hip 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 Knee & Hip 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 joint location, severity, and any lifestyle or functional limitations. Then ask: “How has this pain been affecting your daily activities?”

R – Recommend (based on result category)

- **Severe symptoms** (Oxford score <20) → “Your results show severe joint symptoms. We recommend a referral to an orthopedic surgeon for further evaluation. Would you like help scheduling?”
- **Moderate symptoms** (Oxford score 20–29) → “Your results suggest moderate impairment. We recommend you see an orthopedic specialist or physical therapist for further evaluation. Can I help arrange that?”
- **Mild symptoms** (Oxford score 30–39) → “Your results suggest mild joint symptoms. A primary care visit or referral to physical therapy may help manage your pain and mobility. Would you like help scheduling?”
- **No significant symptoms** (Oxford score 40–48) → “Your results do not show significant impairment. Maintaining a healthy weight and staying active are important for joint health. Would you like resources to help protect your joints?”

E – Enable

- Offer to schedule, transfer, or provide resources.
- “Can I help you set up an appointment now?”

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 Knee & Hip 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