



Care team call script – Peripheral Artery Disease (PAD) 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 PAD HRA assesses symptoms and risk factors to determine whether a participant may need further vascular screening. It follows 2016 AHA/ACC PAD management guidelines.

Results help care teams recommend:

- Urgent screening for participants reporting PAD symptoms
- Screening during primary care visits for higher-risk participants without symptoms
- Lifestyle modification and prevention for participants with risk factors but no symptoms
- Reassessment for participants missing key health information

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: seek medical attention soon, screening recommended, no screening recommended, more information needed)
- Risk factors (for example: smoking history, high blood pressure, abnormal cholesterol, diabetes, obesity, age over 65, family history of PAD, other cardiovascular disease)
- Lifestyle and exercise habits (for example: sedentary lifestyle, tobacco use, weight 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 – PAD HRA](#)
 - [Follow-up Strategy Guide – PAD HRA](#)
 - [Sample PAD 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 Peripheral Artery Disease 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 symptoms, lifestyle risks, and any cardiovascular conditions. Then ask: “Can you tell me how these symptoms affect your daily life or activity levels?”

R – Recommend (based on result category)

- **Seek medical attention soon** (reported symptoms of PAD) → “Your results show symptoms that may indicate PAD, such as pain when walking or slow-healing sores. We recommend you see a vascular specialist or primary care provider as soon as possible. Can I help you schedule that?”
- **Screening recommended** (no current symptoms, but high risk factors such as diabetes, age over 65, or cardiovascular disease history) → “Your results suggest you are at increased risk for PAD even without current symptoms. We recommend screening during your next primary care visit. Would you like help setting up an appointment?”
- **No screening recommended** (no symptoms, not at increased risk) → “You are not currently recommended for PAD screening, but risk factors such as smoking or high blood pressure can increase future risk. Would you like resources to help protect your vascular health?”

- **More information needed** (missing blood pressure, cholesterol, or family history) → “Your results were incomplete because we are missing some health information. The next step is to get your blood pressure or cholesterol checked, then retake the assessment. Would you like help arranging those screenings?”

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 Peripheral Artery Disease 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