



Care team call script – Sleep 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 Sleep HRA uses the STOP-Bang questionnaire to assess risk for obstructive sleep apnea (OSA).

Results help care teams recommend:

- OSA evaluation for participants at high risk (STOP-Bang ≥ 3)
- Primary care discussion for those with incomplete risk information (unknown risk)
- Sleep hygiene review and prevention for participants at low risk

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: high sleep apnea risk, unknown risk, low risk)
- STOP-Bang factors reported (snoring, daytime sleepiness, observed apnea, neck size, age, sex, BMI)
- Other health risks (for example: obesity, hypertension)

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 – Sleep HRA](#)
 - [Follow-up Strategy Guide – Sleep HRA](#)
 - [Sample Sleep 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 Sleep 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 STOP-Bang responses such as loud snoring, fatigue, observed apnea, neck size, or BMI. Then ask: “How has your sleep been affecting your daily activities and energy levels?”

R – Recommend (based on result category)

- **High sleep apnea risk** (STOP-Bang ≥ 3) → “Your results show you are at high risk for sleep apnea. We recommend scheduling a sleep evaluation, often starting with your primary care provider. Would you like help setting that up?”
- **Unknown risk** (STOP-Bang = 2 plus unknown neck size) → “Some of your answers were incomplete, such as neck measurement. Knowing this information helps determine risk more accurately. We recommend discussing your results with your doctor and considering an evaluation if your neck size is 16 inches or greater. Would you like help scheduling with your provider?”
- **Low sleep apnea risk** (STOP-Bang 0–1, or 2 with neck <16 inches) → “You are at low risk for sleep apnea, but it’s still important to practice good sleep hygiene. Would you like resources to help improve your sleep habits?”

E – Enable

- Offer to schedule, transfer, or provide resources.
 - “Can I help you set up an appointment or connect you to a sleep specialist?”
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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 recent Sleep 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