Care team call script – Stroke 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 Stroke HRA uses the National Stroke Association Stroke Risk Scorecard and AHA/ASA prevention guidelines to evaluate risk factors such as age, blood pressure, atrial fibrillation, cholesterol, diabetes, weight, family history, smoking, and physical activity.

Results help care teams recommend:

- Chronic-care program enrollment for participants with prior stroke, TIA, or symptoms
- Specialist referral for participants with 3 or more high-risk factors
- Primary care follow-up for participants with moderate risk
- Lifestyle coaching 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: high risk – existing condition, high risk, moderate risk, low risk)
- Reported risk factors (for example: age, blood pressure, cholesterol, weight, diabetes, smoking, physical inactivity, family history)
- History of prior stroke or TIA
- Lifestyle gaps (for example: exercise and tobacco use)

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 – Stroke HRA*
- *Follow-up Strategy Guide – Stroke HRA*
- *Sample Stroke 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 Stroke 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 their overall risk category, known medical conditions, and lifestyle risks. Then ask: "Can you tell me how you've been managing your blood pressure, cholesterol, and other health factors day-to-day?"

R – Recommend (based on result category)

- **High risk – existing condition** (prior stroke, TIA, or symptoms) → "Your results show you are at very high risk due to prior stroke or symptoms. We recommend ongoing monitoring and enrollment in a chronic-care program. Can I help you schedule with a cardiologist or neurologist?"
- **High risk** (3 or more high-risk factors, no prior stroke or TIA) → "Your results show multiple stroke risk factors. We recommend you see a vascular specialist or cardiologist for further evaluation. Can I assist with that referral?"
- **Moderate risk** (3 or more combined moderate or high-risk factors) → "Your results suggest moderate risk. A primary care follow-up is important to monitor and manage your risk. Would you like me to help set that up?"
- **Low risk** (no more than 2 moderate or high-risk factors) → "Your results show low near-term risk. That's great news. Maintaining healthy habits is key to keeping your risk low. Would you like resources on stroke prevention strategies?"

E – Enable

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

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 Stroke 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