



KNEE & HIP HRA

SEVERE SYMPTOMS

GOAL: REFERRAL TO AN ORTHOPEDIC SURGEON



RISK EXPLAINED

People in this category have an Oxford knee/hip score of less than 20, indicating severe pain or problems with their joint. This may indicate severe arthritis.



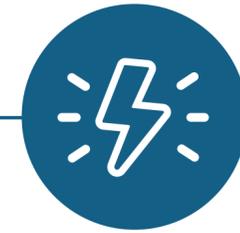
EXAMPLE PERSONA

Laurel is a 71-year-old Caucasian female. She participated in distance running and tennis in her 20s and 30s, but she stopped in her 40s because of persistent knee pain.

Five days ago, Laurel felt something “pop” in her right knee while going up a flight of stairs, and she experienced sudden, severe pain.

The pain has been so severe that she’s had trouble sleeping every night. Household shopping has become impossible because getting out of her car is extremely difficult and she can’t walk for more than 15 minutes. She limps and is using a cane because she sometimes feels that her knee might give away. Getting up from a table is very painful, and she cannot kneel down and get up again afterwards. Walking down the flight of stairs at her home is extremely difficult, so this pain is greatly interfering with her day-to-day activities.

Laurel is looking for a way to improve her quality of life.



CUSTOMIZED CALL TO ACTION MESSAGES

Focus Call to Action (CTA) messaging on:

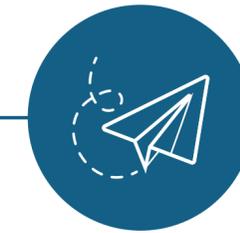
- Appointment scheduling.
- Orthopedic services offered by your organization.



PHONE CALL FOLLOW-UP

Follow up with the user as soon as possible by phone call to:

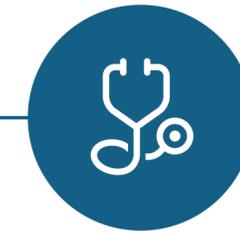
- Refer the user to an orthopedic surgeon for further assessment.
- Review the results report with them and explain their results.
- Discuss possible options for treatment and answer any questions they have about their next steps.



FOLLOW-UP EMAILS

Customize your follow-up email content to explain:

- Who should see an orthopedic surgeon and when.
- Treatments and therapies for orthopedic conditions.
- Signs, symptoms, and risk factors for different orthopedic conditions.



REFERRAL TO ORTHOPEDIC SURGEON

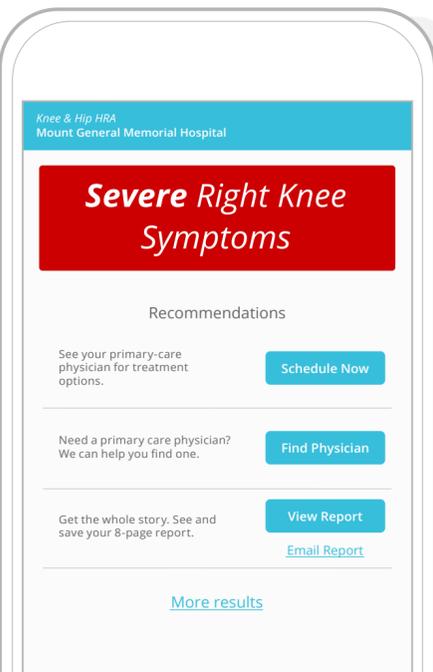
- This group is most likely to have impairment that warrants an orthopedic procedure.
- Users in this group should be referred to an orthopedic surgeon for assessment and consultation.
- In most cases, patients in this group should be under the care of an orthopedic specialist or a physical therapist.

OTHER CONSIDERATIONS

The Oxford knee/hip score can range from 0 (severe symptoms/complete impairment) to 48 (no symptoms or impairment). The lower the score, the greater the degree of impairment.

In addition to limited joint function and severe symptoms, users may also have lifestyle-related risk factors that contribute to their current joint impairment. This includes overweight or obesity and low physical activity.

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MODERATE SYMPTOMS



RISK EXPLAINED

People in this category have an Oxford knee/hip score between 20 and 29, indicating **moderate to severe** level of pain or problems with their joint. This may indicate moderate to severe arthritis.



EXAMPLE PERSONA

Phillippe is a 61-year-old Hispanic male. He is overweight and does not exercise. His mother was diagnosed with osteoarthritis at age 47 and had a double-knee replacement at age 65.

Phillippe has had hip pain for several years, but it hadn't significantly impacted his daily life until recently. The pain and stiffness slowly worsened in his left hip following a vacation that involved a lot of walking. He has persistent moderate pain with no stabbing pains.

Phillippe's pain moderately interferes with his daily activities, and he has pain in bed every night. He finds walking for more than 25 minutes and standing up from a seated position very painful, and he sometimes limps. Household shopping is moderately difficult because getting in and out of his car can be moderately hard at times. Climbing stairs is still easy for him as long as he holds the handrail. And -other than putting on his socks, which is a little hard- he has no trouble getting dressed every day.

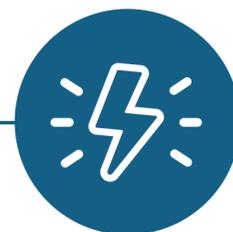
He's worried that he might have to have a hip replacement someday. He's eager to learn if anything can lower his pain and improve his mobility.

OTHER CONSIDERATIONS

The Oxford knee/hip score can range from 0 (severe symptoms/complete impairment) to 48 (no symptoms/impairment). The lower the score, the greater the degree of impairment.

In addition to limited joint function and severe symptoms, users may also have lifestyle-related risk factors that contribute to current joint pain and impairment. This includes overweight or obesity and low physical activity.

GOAL: REFERRAL TO ORTHOPEDIC SPECIALIST



CUSTOMIZED CALL TO ACTION MESSAGES

Focus Call to Action (CTA) messaging on:

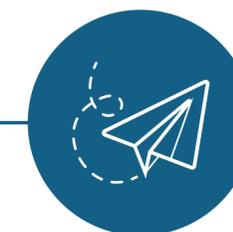
- Appointment scheduling.
- Orthopedic services offered by your organization.



PHONE CALL FOLLOW-UP

Follow up with the user as soon as possible by phone call to:

- Refer the user to an orthopedic specialist for further assessment.
- Review the results report with them and explain their results.
- Discuss possible options for treatment and answer any questions they have about their next steps.



FOLLOW-UP EMAILS

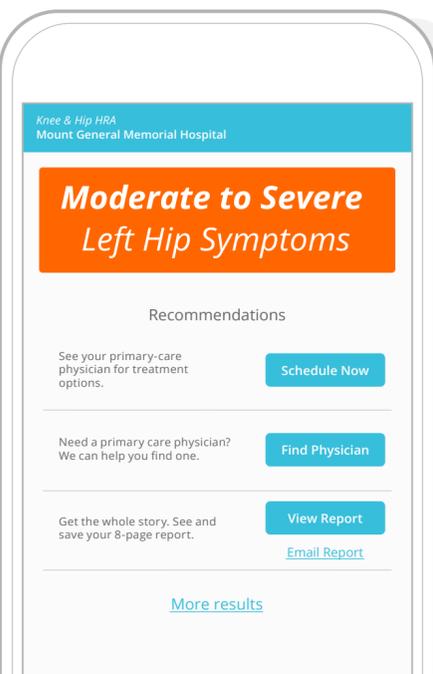
Customize your follow-up email content to explain:

- Who should see an orthopedic specialist and when.
- Treatments and therapies for orthopedic conditions.
- Signs, symptoms, and risk factors for different orthopedic conditions.



REFERRAL TO ORTHOPEDIC SPECIALIST VIA PRIMARY CARE

- Users in this group should be referred to an orthopedic specialist for assessment and x-ray.
- This group may have impairment that warrants consultation with a surgeon.
- In most cases, patients in this group should be under the care of a primary care physician or a physical therapist.





KNEE & HIP HRA

MILD SYMPTOMS



RISK EXPLAINED

People in this category have an Oxford knee/hip score between 30 and 39, indicating **mild to moderate** level of pain or problems with their joint. This may indicate mild to moderate arthritis.



EXAMPLE PERSONA

Janice is a 50-year-old, African American woman with obesity. Her right knee has been bothering her for several years but not enough to prevent her from living a full life. She recently started taking a water aerobics class, and that increased her knee pain to a moderate level.

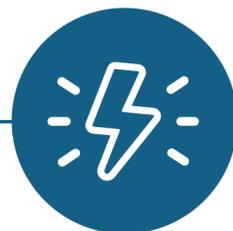
The pain impacts her day-to-day activities a little bit, as she's not able to walk for more than 45 minutes before the pain becomes severe. She cannot kneel down and get back up without help from others. And going down stairs is becoming moderately difficult. She has no other joint-related symptoms.

She took this HRA because she wants to know if her pain is serious enough for her to see a physical therapist.



DOES THE USER HAVE A PRIMARY CARE PHYSICIAN?

YES



CUSTOMIZED CALL TO ACTION MESSAGES

Focus Call to Action (CTA) messaging in the follow-up section of portal on:

- Appointment scheduling.
- Physical therapy services.
- Community wellness events at your organization.



PHONE CALL FOLLOW-UP

Follow up with the user by phone call to:

- Schedule an appointment with a primary care physician for further assessment.
- Review the results report with them and explain their results.



FOLLOW-UP EMAILS

Customize your follow-up email content to explain:

- The importance of staying in touch with primary care for better joint health.
- Signs, symptoms, and risk factors for different orthopedic conditions.
- Healthy lifestyle habits that may help protect joints with age.
- Who should see a physical therapist and why.



PRIMARY CARE FOLLOW-UP

- Users in this group should see a primary care physician for assessment and possible x-ray.
- This group will likely benefit from non-surgical interventions and rehabilitative services.
- In most cases, patients in this group should be under the care of a primary care physician.

NO



CUSTOMIZED CALL TO ACTION MESSAGES

Focus Call to Action (CTA) messaging in the follow-up section of portal on:

- Finding a doctor.
- Appointment scheduling.
- Physical therapy services.



PHONE CALL FOLLOW-UP

Follow up with the user by phone call to:

- Find a primary care physician and schedule an appointment for further assessment.
- Review the results report with them and explain their results.



FOLLOW-UP EMAILS

Customize your follow-up email content to focus on:

- The importance of building a relationship with primary care.
- Signs, symptoms, and risk factors for different orthopedic conditions.
- Healthy lifestyle habits that may help protect joints with age.
- Who should see a physical therapist and why.



PRIMARY CARE FOLLOW-UP

- Users in this group should see a primary care physician for assessment and possible x-ray.
- This group will likely benefit from non-surgical interventions and rehabilitative services.
- In most cases, patients in this group should be under the care of a primary care physician.

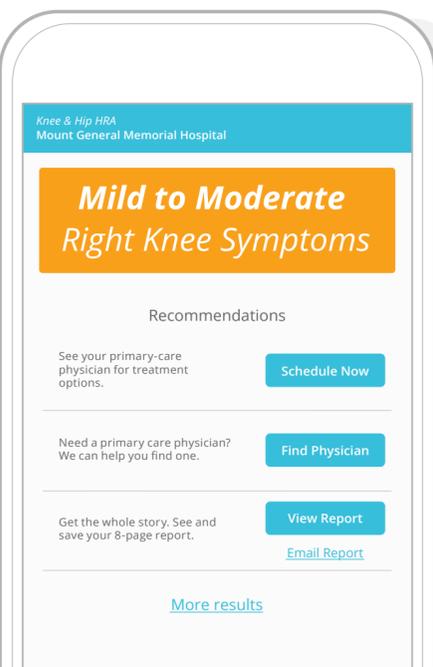
OTHER CONSIDERATIONS

The Oxford knee/hip score can range from 0 (severe symptoms/complete impairment) to 48 (no symptoms or impairment). The lower the score, the greater the degree of impairment.

In addition to mild to moderate symptoms, users may also have lifestyle-related risk factors that contribute to current joint pain or impairment. This includes overweight or obesity and low physical activity.

For users in this group, encouraging healthy lifestyle habits to reduce joint strain while managing pain is key. Because surgery isn't usually indicated at this point, assessment from a primary care doctor and physical therapy services may best serve these individuals.

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NO SYMPTOMS



RISK EXPLAINED

People in this category have an Oxford knee/hip score between 40 and 48, indicating either **no symptoms** at all **OR symptoms consistent with satisfactory joint function**. This score does not indicate any arthritis or joint pain.



EXAMPLE PERSONA

Denise is a 34-year-old Native American woman. She's overweight and has a family history of osteoarthritis.

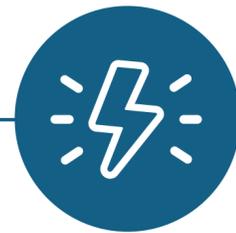
Her joint health is great except for occasionally feeling that her right knee might give away send her to the ground.

She's wondering if this is an early sign of arthritis and is interested to learn how to protect her joint health as she ages.



DOES THE USER HAVE A PRIMARY CARE PHYSICIAN?

YES



CUSTOMIZED CALL TO ACTION MESSAGES

Focus Call to Action (CTA) messaging in the follow-up section of portal on:

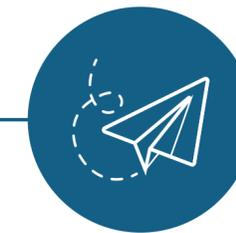
- Appointment scheduling with primary care.
- Health fairs and other events sponsored by your organization.
- Social media engagement or newsletter sign-ups.



PHONE CALL FOLLOW-UP

Follow up with the user by phone call to:

- Review the results report with them and explain their results.
- Encourage them to visit their primary care physician to discuss their results and learn about lifestyle changes that may protect their joints.



FOLLOW-UP EMAILS

Customize your follow-up email content to explain:

- The importance of staying in touch with a primary care doctor.
- Lifestyle changes that can reduce the risk of developing joint pain and arthritis.
- Signs, symptoms, and risk factors for different orthopedic conditions.



SCREENING FOR HEALTHY BEHAVIORS

- Users in this group should visit primary care to discuss factors that influence their risk of joint pain and address their concerns.
- These users typically do not require any formal treatment but may benefit from early intervention and community wellness programs.

NO



CUSTOMIZED CALL TO ACTION MESSAGES

Focus Call to Action (CTA) messaging in the follow-up section of portal on:

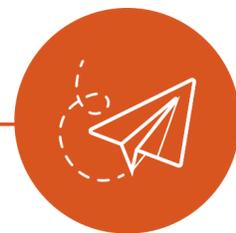
- Finding a doctor.
- Appointment scheduling with primary care.
- Health fairs and other events sponsored by your organization.



PHONE CALL FOLLOW-UP

Follow up with the user by phone call to:

- Find a primary care physician and set up an appointment.
- Review the results report with them and explain their results.
- Encourage them to visit a primary care physician to discuss their results and learn about lifestyle changes that may protect their joints.



FOLLOW UP-EMAILS

Customize your follow-up email content to explain:

- The importance of building a relationship with a primary care physician.
- Lifestyle changes that can reduce the risk of developing joint pain and arthritis.
- Signs, symptoms, and risk factors for different orthopedic conditions.



SCREENING FOR HEALTHY BEHAVIORS

- Users in this group should establish a primary care relationship.
- These users typically do not require any formal treatment but may benefit from early intervention and community wellness programs.

GOAL: CREATING A RELATIONSHIP WITH A PRIMARY CARE PHYSICIAN

OTHER CONSIDERATIONS

The Oxford knee/hip score can range from 0 (severe symptoms/complete impairment) to 48 (no symptoms or impairment). The lower the score, the greater the degree of impairment.

These users may have lifestyle-related risk factors that contribute to future joint pain or orthopedic conditions. This includes overweight or obesity and low physical activity.

For users in this group, encouraging healthy lifestyle habits to reduce joint strain while managing pain is key. Because surgery isn't indicated for this group, early intervention from a primary care physician and wellness initiatives may best serve these users.

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