

## **Transcript: Chris Sofield**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Marcy. How may I help you? Hi, Marcy. This is Chris, also at Benefits on a Card. Um, I, uh, have someone who's trying to get in contact with the urgent care department but seems to be having some issue being able to contact you her own. I was, uh, hoping to transfer her over to get her some assistance. Of course, we're more than happy to. Uh, can you provide me their last name and date of birth? Uh, Robinson, date of birth is 4/23/75. Bear with me. Ms. Fajerson? Yes, ma'am. Okay, so I, I think I actually spoke with you earlier. It was due to the prescription, um... It, it was just a description, uh, for the pharmacy. They, they said they have not received it. We have sent it out to the doctor, uh, for him to resend it again and then we'll check back with the pharmacy to make sure it was received. I did inform Ms. Fajerson that I would give her a call back with an update as soon as we, we get an update from the doctor. Okay. Yeah, could be only reason I'm calling is because she is currently on my other line wanting to speak with you guys about this exact issue. Okay. Um- Yes. ... you can go ahead and, and put her through. All right. Thank you, Marcy. You have a good one. Yes, sir. You, too. Hello? Uh, sorry. I'm, I'm getting that, that transfer happening here. So- Oh, okay. No worries. ... just give me one moment. Sure. All right. Ms. Robinson? Yeah. Hey. Thank you for holding. I appreciate your patience. I have Marcy here over at the virtual care team on the line. She'll be able to assist you from here. Okay. Hello? Hello, Ms. Fajerson?

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Marcy. How may I help you?

Speaker speaker\_2: Hi, Marcy. This is Chris, also at Benefits on a Card. Um, I, uh, have someone who's trying to get in contact with the urgent care department but seems to be having some issue being able to contact you her own. I was, uh, hoping to transfer her over to get her some assistance.

Speaker speaker\_1: Of course, we're more than happy to. Uh, can you provide me their last name and date of birth?

Speaker speaker\_2: Uh, Robinson, date of birth is 4/23/75.

Speaker speaker\_1: Bear with me. Ms. Fajerson?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay, so I, I think I actually spoke with you earlier. It was due to the prescription, um... It, it was just a description, uh, for the pharmacy. They, they said they have not received it. We have sent it out to the doctor, uh, for him to resend it again and then we'll check back with the pharmacy to make sure it was received. I did inform Ms. Fajerson that I would give her a call back with an update as soon as we, we get an update from the doctor.

Speaker speaker\_2: Okay. Yeah, could be only reason I'm calling is because she is currently on my other line wanting to speak with you guys about this exact issue.

Speaker speaker\_1: Okay. Um-

Speaker speaker\_2: Yes.

Speaker speaker\_1: ... you can go ahead and, and put her through.

Speaker speaker\_2: All right. Thank you, Marcy. You have a good one.

Speaker speaker\_1: Yes, sir. You, too.

Speaker speaker\_3: Hello?

Speaker speaker\_2: Uh, sorry. I'm, I'm getting that, that transfer happening here. So-

Speaker speaker\_3: Oh, okay. No worries.

Speaker speaker\_2: ... just give me one moment.

Speaker speaker\_3: Sure.

Speaker speaker\_2: All right. Ms. Robinson?

Speaker speaker\_4: Yeah.

Speaker speaker\_2: Hey. Thank you for holding. I appreciate your patience. I have Marcy here over at the virtual care team on the line. She'll be able to assist you from here.

Speaker speaker\_4: Okay. Hello?

Speaker speaker\_5: Hello, Ms. Fajerson?