

Transcript: Franchesca

Baez-4948656440000512-4811215875915776

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Please listen closely as our menu options have changed. Thank you for calling Purexa Pharmacy, where your medications are our priority. If this is a medical emergency, please hang up and dial 911. This call is being recorded for training and quality assurance purposes. If you know your party's extension, please dial it now. If you are a patient and would like to refill your prescription, press one. If you are a medical provider, press two. For the pharmacy's business hours, fax number and website, press three. To speak to someone in the pharmacy, press zero. Your call is now first in line and will be answered by the next available representative. Thank you for your patience. Your call is now first in line and will be answered by the next available representative. Thank you for your patience. Your call is now first in line and will be answered by the next available representative. Thank you for your patience. Hello. Good afternoon. My name is Francesca. I'm calling in, um, with a member on hold for the Free Rx membership. Okay. He was wanting to check on his prescription status. Can I have that, um, patient's date of birth? Yes, ma'am. It is September 30th, 1964. And their first and last name? David Eckstein. E-C-K-S-T-E-I-N. I'm so sorry, that was E-C-K- S-T-E-I-N. And what was the first name again? David. Thank you. Of course. Okay, give me one second. Let me place you on a brief hold and we'll get y'all sorted out. All right, thank you. Thank you. You have a good one. Thank you for calling FreeRx. This is Quinn, how can I help you? Yes, hello. Um, I was on hold by a previous representative who was looking into an issue for my member. Um, we were trying to get an update on his prescription status. Oh, gotcha. I'm so sorry about that. Uh, so the- the woman that is our representative for- uh, or rather our, um, liaison for FreeRx, is currently away from her desk. Um, I can put you on another hold and see if she's back in a few minutes, or I can take a call back number for you and have her reach out with that status? Um, yes. Can you reach back out to the member himself, please? Yeah, absolutely. Do you have a, uh, contact number for him? Yes, ma'am. It will be 516-356-7785. Okay, let me just read that back to you. It's 516-356-7785. Yes, ma'am. Okay. And you said that that's for the- the patient directly? Yes, for Mr. David Eckenstein. Okay. We'll reach out to him as soon as we can. All right, thank you. And what's your name? I'm sorry. My name is Quinn. All right, thank you, Quinn. Have a good one. You as well.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Please listen closely as our menu options have changed. Thank you for calling Purexa Pharmacy, where your medications are our priority. If this is a medical emergency, please hang up and dial 911. This call is being recorded for training and quality assurance purposes. If you know your party's extension, please dial it now. If you are a patient and would like to refill your prescription, press one. If you are a medical provider, press two. For the pharmacy's business hours, fax number and website, press three. To speak to someone in the pharmacy, press zero.

Speaker speaker_0: Your call is now first in line and will be answered by the next available representative. Thank you for your patience. Your call is now first in line and will be answered by the next available representative. Thank you for your patience.

Speaker speaker_2: Your call is now first in line and will be answered by the next available representative. Thank you for your patience.

Speaker speaker_3: Hello. Good afternoon. My name is Francesca. I'm calling in, um, with a member on hold for the Free Rex membership.

Speaker speaker_4: Okay.

Speaker speaker_3: He was wanting to check on his prescription status.

Speaker speaker_4: Can I have that, um, patient's date of birth?

Speaker speaker_3: Yes, ma'am. It is September 30th, 1964.

Speaker speaker_4: And their first and last name?

Speaker speaker_3: David Eckstein. E-C-K-S-T-E-I-N.

Speaker speaker_4: I'm so sorry, that was E-C-K-

Speaker speaker_3: S-T-E-I-N.

Speaker speaker_4: And what was the first name again?

Speaker speaker_3: David.

Speaker speaker_4: Thank you.

Speaker speaker_3: Of course.

Speaker speaker_4: Okay, give me one second. Let me place you on a brief hold and we'll get y'all sorted out.

Speaker speaker_3: All right, thank you.

Speaker speaker_4: Thank you. You have a good one.

Speaker speaker_5: Thank you for calling FreeRx. This is Quinn, how can I help you?

Speaker speaker_6: Yes, hello. Um, I was on hold by a previous representative who was looking into an issue for my member. Um, we were trying to get an update on his prescription status.

Speaker speaker_5: Oh, gotcha. I'm so sorry about that. Uh, so the- the woman that is our representative for- uh, or rather our, um, liaison for FreeRx, is currently away from her desk. Um, I can put you on another hold and see if she's back in a few minutes, or I can take a call back number for you and have her reach out with that status?

Speaker speaker_6: Um, yes. Can you reach back out to the member himself, please?

Speaker speaker_5: Yeah, absolutely. Do you have a, uh, contact number for him?

Speaker speaker_6: Yes, ma'am. It will be 516-356-7785.

Speaker speaker_5: Okay, let me just read that back to you. It's 516-356-7785.

Speaker speaker_6: Yes, ma'am.

Speaker speaker_5: Okay. And you said that that's for the- the patient directly?

Speaker speaker_6: Yes, for Mr. David Eckenstein.

Speaker speaker_5: Okay. We'll reach out to him as soon as we can.

Speaker speaker_6: All right, thank you. And what's your name? I'm sorry.

Speaker speaker_5: My name is Quinn.

Speaker speaker_6: All right, thank you, Quinn. Have a good one.

Speaker speaker_5: You as well.