

## **Transcript: Francesca**

**Baez-5230463278694400-6341485620150272**

### **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 CareXa Pharmacy, where your medications are our priority. If this is a medical emergency, please hang up and dial 911. Thank you for calling CareXa. This is Quinn, how can I help you? Hey, Quinn. This is Francesca. I was calling to ask a question regarding the sales about the FreeRx membership? Okay, give me one second and let me place you on a brief hold, and I'll see if Rosanna's available for you. Thank you. This is Rosanna, can I help you? Yes. Hi, Rosanna. I was giving you a call regarding the FreeRx refills. I wanted to know if by any chance they get automatically refilled or if we have to call them in before the medication we have- I got you. ... ends? So, we do not do auto refills for those medications. Mm-hmm. You would need to give us a call, um, in order to request any refills that you may need. Understood. Even if the bottle itself that you're currently taking says there's one or two more refills on file, right? Uh, yes, yes. Because essentially that's just indicating that you do have additional refills to use. Mm-hmm. But that doesn't necessarily mean that they will be automatically refilled. Understood, thank you so much. I just wanted to confirm that with you. Sure, no problem. Thank you. Thank you for your time. You're welcome. Have a great day. Sure, no problem. Mm-hmm, bye-bye.

### **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 CareXa Pharmacy, where your medications are our priority. If this is a medical emergency, please hang up and dial 911.

Speaker speaker\_2: Thank you for calling CareXa. This is Quinn, how can I help you?

Speaker speaker\_3: Hey, Quinn. This is Francesca. I was calling to ask a question regarding the sales about the FreeRx membership?

Speaker speaker\_2: Okay, give me one second and let me place you on a brief hold, and I'll see if Rosanna's available for you.

Speaker speaker\_3: Thank you.

Speaker speaker\_4: This is Rosanna, can I help you?

Speaker speaker\_3: Yes. Hi, Rosanna. I was giving you a call regarding the FreeRx refills. I wanted to know if by any chance they get automatically refilled or if we have to call them in before the medication we have-

Speaker speaker\_4: I got you.

Speaker speaker\_3: ... ends?

Speaker speaker\_4: So, we do not do auto refills for those medications.

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_4: You would need to give us a call, um, in order to request any refills that you may need.

Speaker speaker\_3: Understood. Even if the bottle itself that you're currently taking says there's one or two more refills on file, right?

Speaker speaker\_4: Uh, yes, yes. Because essentially that's just indicating that you do have additional refills to use.

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_4: But that doesn't necessarily mean that they will be automatically refilled.

Speaker speaker\_3: Understood, thank you so much. I just wanted to confirm that with you.

Speaker speaker\_4: Sure, no problem. Thank you.

Speaker speaker\_3: Thank you for your time.

Speaker speaker\_4: You're welcome.

Speaker speaker\_3: Have a great day.

Speaker speaker\_4: Sure, no problem. Mm-hmm, bye-bye.