

## **Transcript: Francesca**

**Baez-5473753851412480-6197496257101824**

### **Full Transcript**

Thank you for calling Benefits in a Cart. My name is Francesca. How can I assist you today? Uh, yes, my name's Troy Bailey. I had booked a, um, phone appointment for 11 o'clock and I just went on my break. I was trying to see if I could get back up with Dr. Pavel? Was this for virtual urgent care or primary urgent care? I mean, virtual care. Primary. Primary. Okay. Just give me one moment. Let me get you over to the virtual department for primary care. One second. All, all right.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Cart. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Uh, yes, my name's Troy Bailey. I had booked a, um, phone appointment for 11 o'clock and I just went on my break. I was trying to see if I could get back up with Dr. Pavel?

Speaker speaker\_0: Was this for virtual urgent care or primary urgent care? I mean, virtual care.

Speaker speaker\_1: Primary. Primary.

Speaker speaker\_0: Okay. Just give me one moment. Let me get you over to the virtual department for primary care. One second.

Speaker speaker\_1: All, all right.