

## **Transcript: Pamela**

**Blanc-5070649164873728-6421842688524288**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... the card. This is Pamela speaking. How may I help you? Yes. Is this the phone number to pick up, um, the insurance policy card number? Yes. Uh- Cool. ... what's the staffing agency you work for? Focus. Okay. Okay. Um, the reason I'm asking. Mm-hmm. My brother, um, is the one who works for Focus. We work at the same company, but he works for Focus. He was just i- in a accident where he was struck by a vehicle. We are currently in the hospital. Okay. And he knows he has insurance, but he doesn't know his policy information. He, you know, he, he's just one of them people that just, they don't stay on top of everything, so. Okay. He didn't have his card, um, and so he had just got this number from the company Focus today. Okay. And, and he had another seizure, and so he wasn't able to do- make this phone call I'm making. And we're back at the hospital and they're just asking, like, we're trying to pick up his medicine, um, for seizures and, uh, so- And is- ... I don't know what- ... they are with you right now? Well, he is, but he's, he's in and out of consciousness, um, because of the seizure. Okay. He just had a seizure maybe an hour and a half ago, um, and so we had to rush him back to the hospital, Grant Medical in Columbus, Ohio. Okay. I understand. Mm-hmm. Now, I'm not gonna be able to provide you with any information. I completely understand this, but you could provide the hospital, uh, uh, the emergency room with our number and we could give them his information, like for his e- As, as long as they have social and, um... 'Cause I... Will he... Does he have, um, pharmacy coverage to where they can w- So the goal here is, the nurse wants us to be able to pick up his meds, his, um, seizure medicine, his Keppra, so that they can release him at least by tomorrow. But if he's... They know he has his meds, they can release him possibly, but if he doesn't has his seizure medicine, they're afraid that, you know, he could have another seizure a- any given time. I, my be- Yeah, my best suggestion is you could give the phone number you give quick give Ring off a call to the nurse and we could provide them with the information that they need since it's the hospital that are calling. Okay. And, um- So you can set up his, um, policy information and his pharmacy information. Eh, they, eh, yeah, but the hospital has to call us. The same number- Okay. ... they dialed. They're here, they're here at the hospital. I get... I, I just want to make sure that, you know- Mm-hmm. ... that we're going through the right steps to be able to get his medication- No problem. Sure. ... because he can't speak for himself. So, um, I'll do that, I'll go back into the hospital and, and talk to his nurse and tell him exactly- Mm-hmm. ... what you just said. Yes, sir. All right. Thank you. We're here. Keep in mind, we're here until eight o'clock Eastern Time, okay? Oh, I'm going right back in right now. Thank you. Okay. No problem. Bye-bye. All right.

## Conversation Format

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

Speaker speaker\_1: Thank you for calling Benefits ... the card. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Yes. Is this the phone number to pick up, um, the insurance policy card number?

Speaker speaker\_1: Yes. Uh-

Speaker speaker\_2: Cool.

Speaker speaker\_1: ... what's the staffing agency you work for?

Speaker speaker\_2: Focus.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Okay. Um, the reason I'm asking.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: My brother, um, is the one who works for Focus. We work at the same company, but he works for Focus. He was just i- in a accident where he was struck by a vehicle. We are currently in the hospital.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And he knows he has insurance, but he doesn't know his policy information. He, you know, he, he's just one of them people that just, they don't stay on top of everything, so.

Speaker speaker\_1: Okay.

Speaker speaker\_2: He didn't have his card, um, and so he had just got this number from the company Focus today.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And, and he had another seizure, and so he wasn't able to do- make this phone call I'm making. And we're back at the hospital and they're just asking, like, we're trying to pick up his medicine, um, for seizures and, uh, so-

Speaker speaker\_1: And is-

Speaker speaker\_2: ... I don't know what-

Speaker speaker\_1: ... they are with you right now?

Speaker speaker\_2: Well, he is, but he's, he's in and out of consciousness, um, because of the seizure.

Speaker speaker\_1: Okay.

Speaker speaker\_2: He just had a seizure maybe an hour and a half ago, um, and so we had to rush him back to the hospital, Grant Medical in Columbus, Ohio.

Speaker speaker\_1: Okay. I understand.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Now, I'm not gonna be able to provide you with any information. I completely understand this, but you could provide the hospital, uh, uh, the emergency room with our number and we could give them his information, like for his e-

Speaker speaker\_2: As, as long as they have social and, um... 'Cause I... Will he... Does he have, um, pharmacy coverage to where they can w- So the goal here is, the nurse wants us to be able to pick up his meds, his, um, seizure medicine, his Keppra, so that they can release him at least by tomorrow. But if he's... They know he has his meds, they can release him possibly, but if he doesn't has his seizure medicine, they're afraid that, you know, he could have another seizure a- any given time.

Speaker speaker\_1: I, my be- Yeah, my best suggestion is you could give the phone number you give quick give Ring off a call to the nurse and we could provide them with the information that they need since it's the hospital that are calling.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And, um-

Speaker speaker\_2: So you can set up his, um, policy information and his pharmacy information.

Speaker speaker\_1: Eh, they, eh, yeah, but the hospital has to call us. The same number-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... they dialed.

Speaker speaker\_2: They're here, they're here at the hospital. I get... I, I just want to make sure that, you know-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... that we're going through the right steps to be able to get his medication-

Speaker speaker\_1: No problem. Sure.

Speaker speaker\_2: ... because he can't speak for himself. So, um, I'll do that, I'll go back into the hospital and, and talk to his nurse and tell him exactly-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... what you just said.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: We're here. Keep in mind, we're here until eight o'clock Eastern Time, okay?

Speaker speaker\_2: Oh, I'm going right back in right now. Thank you.

Speaker speaker\_1: Okay. No problem. Bye-bye.

Speaker speaker\_2: All right.