

## **Transcript: Pearl**

**Rojas-4973620793491456-5100176836706304**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling FreeRx. This is Carlos. How can I assist you this morning? Hi. Good morning. My name is Pearl. I'm calling from Benefits in a Card and I have a, um, member on the line said she scheduled an appointment, um, for their urgent care, but hasn't received any calls or response, and she wanted to check on that status. Okay. Bear with me just a moment. I'll be happy to look into this for you here. What is the, uh, last name of this patient? Robinson. Robinson. And date of birth. Um, give me one moment. Oh, okay. No worries. No worries. Thank you so much for holding. That is 42375. Okay. Bear with me just a moment here. Okay. Yeah. It looks like Dr. Kapoors reviewing the consultation now, uh, should be calling shortly. So we do have a doctor that's reviewing her. All righty. Thank you so much for giving me that update. Yeah. You have a great- Tell her I'm sorry. We're so busy. It's, it's, um, it's, it's been crazy, so we just apologize. No worries. I'll go ahead and let her know. Thank you so much. Uh-huh. You're welcome. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling FreeRx. This is Carlos. How can I assist you this morning?

Speaker speaker\_2: Hi. Good morning. My name is Pearl. I'm calling from Benefits in a Card and I have a, um, member on the line said she scheduled an appointment, um, for their urgent care, but hasn't received any calls or response, and she wanted to check on that status.

Speaker speaker\_1: Okay. Bear with me just a moment. I'll be happy to look into this for you here. What is the, uh, last name of this patient?

Speaker speaker\_2: Robinson.

Speaker speaker\_1: Robinson. And date of birth.

Speaker speaker\_2: Um, give me one moment.

Speaker speaker\_1: Oh, okay. No worries. No worries.

Speaker speaker\_2: Thank you so much for holding. That is 42375.

Speaker speaker\_1: Okay. Bear with me just a moment here.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yeah. It looks like Dr. Kapoors reviewing the consultation now, uh, should be calling shortly. So we do have a doctor that's reviewing her.

Speaker speaker\_2: All righty. Thank you so much for giving me that update.

Speaker speaker\_1: Yeah.

Speaker speaker\_2: You have a great-

Speaker speaker\_1: Tell her I'm sorry. We're so busy. It's, it's, um, it's, it's been crazy, so we just apologize.

Speaker speaker\_2: No worries. I'll go ahead and let her know. Thank you so much.

Speaker speaker\_1: Uh-huh. You're welcome. Bye.