Transcript: Pearl Rojas-6293142726426624-5466698609770496

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benedictine Healthcare. This is Marcy, how may I help you? Um, hi. I have a me- uh, member on the line that missed his primary care... his primary care virtual call. Okay, can you provide me their last name and their, and their date of birth? Okay, bear with me one moment, actually. Mm-hmm. All righty. His name is David Saliz Lopez and his date of birth is 5-22-81. 5-22-81. Uh, what was the second, uh, what was the second last name? Lopez and what else? Saliz. Hmm. Lopez. 5-22-81? Yes. Uh, let me see. Sorry, for some reason my system's not popping him up. And... Lopez. I do apologize, bear with me one moment. No worries. Thank you. Uh, when was he... When was he supposed to have his consult? He said today. Well, he said that he made the appointment today and they called him but he just missed the, the call. Oh, okay. Uh, what was his first name? David. David? Yes. This is so weird. He's not popping up in my system. Mm-hmm. And he made an appointment with us? Yeah, he said it was primary care. Um, hmm. Let me... Okay, I'll speak to him and figure it out. Maybe he has a different... Maybe it's urgent care and he's just not realizing. I'll go ahead and confirm with him and then I'll just give you guys a call back if we figure it out. Okay, yes, ma'am. All righty, thank you so much for helping me. You have a great day. You too, ma'am. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benedictine Healthcare. This is Marcy, how may I help you?

Speaker speaker_2: Um, hi. I have a me- uh, member on the line that missed his primary care... his primary care virtual call.

Speaker speaker_1: Okay, can you provide me their last name and their, and their date of birth?

Speaker speaker_2: Okay, bear with me one moment, actually.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: All righty. His name is David Saliz Lopez and his date of birth is 5-22-81.

Speaker speaker_1: 5-22-81. Uh, what was the second, uh, what was the second last name? Lopez and what else?

Speaker speaker_2: Saliz.

Speaker speaker_1: Hmm. Lopez. 5-22-81?

Speaker speaker_2: Yes.

Speaker speaker_1: Uh, let me see. Sorry, for some reason my system's not popping him up. And... Lopez. I do apologize, bear with me one moment.

Speaker speaker_2: No worries.

Speaker speaker_1: Thank you. Uh, when was he... When was he supposed to have his consult?

Speaker speaker_2: He said today. Well, he said that he made the appointment today and they called him but he just missed the, the call.

Speaker speaker_1: Oh, okay. Uh, what was his first name?

Speaker speaker_2: David.

Speaker speaker_1: David?

Speaker speaker_2: Yes.

Speaker speaker_1: This is so weird. He's not popping up in my system.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And he made an appointment with us?

Speaker speaker_2: Yeah, he said it was primary care. Um, hmm. Let me... Okay, I'll speak to him and figure it out. Maybe he has a different... Maybe it's urgent care and he's just not realizing. I'll go ahead and confirm with him and then I'll just give you guys a call back if we figure it out.

Speaker speaker_1: Okay, yes, ma'am.

Speaker speaker_2: All righty, thank you so much for helping me. You have a great day.

Speaker speaker_1: You too, ma'am. Bye-bye.