

## Transcript: VICTORIA

**Taylor-5730857569009664-5498972821569536**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on the Card. This is Victoria. How can I help you? Hey, this is Rya from Peachtree Immediate Care in Oakwood. I'm calling to check on some eligibility for an insured. Okay. Do you have the last four of their Social? Um, let me see if I can... find it. Yes. Oh, actually I don't. Um, they didn't leave a Social. I could probably obtain one really quick. Okay. All right. Give me just a second. Thank you for your patience. Someone will be with you shortly. Peachtree Immediate Care is concerned for your health, so if you're experiencing a life-threatening emergency, please hang up and dial 911. Did you know that you can get directions, check wait times, and even check in online at [peachtreemed.com](http://peachtreemed.com)? Peachtree Immediate Care is proud to be the exclusive urgent care of the Emory Healthcare Network. We have over 30 centers located throughout Atlanta that are open from 8:00 AM to 8:00 PM, seven days a week. Our team of doctors and nurses are here for all of your non-life-threatening needs. We offer physicals such as sports, camp, school, employment and annual checkups. We also provide immunizations such as flu shots and routine vaccinations for both children and adults. We can also perform dozens of diagnostic tests right in our centers for flu, mono, strep, STD's, tuberculosis, pregnancy and many other conditions. Again, we apologize for the delay. We are currently working with patients just like yourself. All of our centers are equipped with EKG and state-of-the-art digital X-rays. And, of course, we are here for all of your urgent care needs, whether it's a cut requiring stitches, a bad cough that won't go away, strep or the flu. We can help you get in, get out and get better fast. Did you know that according to a recent Time magazine study, the same condition treated in an ER was seven times as expensive as an urgent care? In addition, that same study found that the average wait at an ER was close to four hours. Thank you for your patience. Someone will be with you shortly. Hey, are you there with me? Yes. Okay, so the last four digits are 4726. Okay. And their first and last name? First name Susan, S-U-S-A-N. Last name Nych, N-Y-C-H. Okay. Um, let's see. And would you be able to verify their date of birth and address? Yeah. So date of birth, um, April 24th, 1966. Address is 5101 Wood Acres Road, um, Oakland, Georgia 30566. Okay. Okay. And, um, what is the... I'm sorry, what is your name and the name of the office you're calling from? It's Rya from Peachtree Immediate Care in Oakwood. Peachtree... Immediate Care? Yeah, Peachtree Immediate Care. Oh, okay. Gotcha. Give me one second. All right, and I'm assuming this is for medical. Do you know if it's a preventative or non-preventative visit? Uh, I'm not sure. Okay. The only reason why I'm asking this, because they, they have two different policies. One for medical and one for non... Uh, oh, I'm sorry. One for preventative medical, and then one for non-preventative medical. Um, either way, both policies are currently active. Sure. Okay. Okay. Awesome. That's all I needed to know. Yes, ma'am. All right. Did you need help with anything else? Nope, that'll be all. All right. You have a wonderful day. You too.

Thank you.

## Conversation Format

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

Speaker speaker\_1: Thank you for calling Benefits on the Card. This is Victoria. How can I help you?

Speaker speaker\_2: Hey, this is Rya from Peachtree Immediate Care in Oakwood. I'm calling to check on some eligibility for an insured.

Speaker speaker\_1: Okay. Do you have the last four of their Social?

Speaker speaker\_2: Um, let me see if I can... find it. Yes. Oh, actually I don't. Um, they didn't leave a Social. I could probably obtain one really quick.

Speaker speaker\_1: Okay.

Speaker speaker\_2: All right. Give me just a second.

Speaker speaker\_3: Thank you for your patience. Someone will be with you shortly. Peachtree Immediate Care is concerned for your health, so if you're experiencing a life-threatening emergency, please hang up and dial 911. Did you know that you can get directions, check wait times, and even check in online at [peachtreemed.com](http://peachtreemed.com)? Peachtree Immediate Care is proud to be the exclusive urgent care of the Emory Healthcare Network. We have over 30 centers located throughout Atlanta that are open from 8:00 AM to 8:00 PM, seven days a week. Our team of doctors and nurses are here for all of your non-life-threatening needs. We offer physicals such as sports, camp, school, employment and annual checkups. We also provide immunizations such as flu shots and routine vaccinations for both children and adults. We can also perform dozens of diagnostic tests right in our centers for flu, mono, strep, STD's, tuberculosis, pregnancy and many other conditions. Again, we apologize for the delay. We are currently working with patients just like yourself. All of our centers are equipped with EKG and state-of-the-art digital X-rays. And, of course, we are here for all of your urgent care needs, whether it's a cut requiring stitches, a bad cough that won't go away, strep or the flu. We can help you get in, get out and get better fast. Did you know that according to a recent Time magazine study, the same condition treated in an ER was seven times as expensive as an urgent care? In addition, that same study found that the average wait at an ER was close to four hours. Thank you for your patience. Someone will be with you shortly.

Speaker speaker\_2: Hey, are you there with me?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay, so the last four digits are 4726.

Speaker speaker\_1: Okay. And their first and last name?

Speaker speaker\_2: First name Susan, S-U-S-A-N. Last name Nych, N-Y-C-H.

Speaker speaker\_1: Okay. Um, let's see. And would you be able to verify their date of birth and address?

Speaker speaker\_2: Yeah. So date of birth, um, April 24th, 1966. Address is 5101 Wood Acres Road, um, Oakland, Georgia 30566.

Speaker speaker\_1: Okay. Okay. And, um, what is the... I'm sorry, what is your name and the name of the office you're calling from?

Speaker speaker\_2: It's Rya from Peachtree Immediate Care in Oakwood.

Speaker speaker\_1: Peachtree... Immediate Care?

Speaker speaker\_2: Yeah, Peachtree Immediate Care.

Speaker speaker\_1: Oh, okay. Gotcha. Give me one second. All right, and I'm assuming this is for medical. Do you know if it's a preventative or non-preventative visit?

Speaker speaker\_2: Uh, I'm not sure.

Speaker speaker\_1: Okay. The only reason why I'm asking this, because they, they have two different policies. One for medical and one for non... Uh, oh, I'm sorry. One for preventative medical, and then one for non-preventative medical. Um, either way, both policies are currently active.

Speaker speaker\_2: Sure. Okay. Okay. Awesome. That's all I needed to know.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: All right.

Speaker speaker\_1: Did you need help with anything else?

Speaker speaker\_2: Nope, that'll be all. All right. You have a wonderful day.

Speaker speaker\_1: You too. Thank you.