

Transcript: Estefania

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Full Transcript

Hello. Good afternoon. Thank you for calling for the fentanyl card. My name is Stephanie. How can I assist you? Hi. What was going to be my P, um, group number or VIN number or PCN number so I can get my medicine? Okay. Um, so you just need me to send you your card. I know in the card that you have, um, that pharmacy information should be there. But if you don't have your card yet, I can send it to your email and that information is on the card. Okay. I've got the VIN number but when they say PCN number, what is that? What's the, where do I get that number from? I wouldn't be sure to, um, answer that question, but I know what the card has- Okay. If you want, I'll just go ahead and send it to you and then you can just show it to them. No. Yeah, I'm gonna show... I got it. She just sent it to me. Thank you. Oh, okay. You're welcome. Have a nice day. You bet. If you have any questions, you're welcome to call us.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Good afternoon. Thank you for calling for the fentanyl card. My name is Stephanie. How can I assist you?

Speaker speaker_0: Hi. What was going to be my P, um, group number or VIN number or PCN number so I can get my medicine?

Speaker speaker_1: Okay. Um, so you just need me to send you your card. I know in the card that you have, um, that pharmacy information should be there. But if you don't have your card yet, I can send it to your email and that information is on the card.

Speaker speaker_0: Okay. I've got the VIN number but when they say PCN number, what is that? What's the, where do I get that number from?

Speaker speaker_1: I wouldn't be sure to, um, answer that question, but I know what the card has-

Speaker speaker_0: Okay.

Speaker speaker_1: If you want, I'll just go ahead and send it to you and then you can just show it to them.

Speaker speaker_0: No. Yeah, I'm gonna show... I got it. She just sent it to me. Thank you.

Speaker speaker_1: Oh, okay. You're welcome. Have a nice day.

Speaker speaker_0: You bet.

Speaker speaker_1: If you have any questions, you're welcome to call us.