

Transcript: Franchesca

Baez-4589973275983872-6691532164087808

Full Transcript

I started on... Hello? Hello? Yes, ma'am, how can I help you today? Yes. Um, Marcy was just on the phone from the Virtual, um, Urgent Care, and I just got disconnected. Give me one moment. Let me transfer you to Virtual Care. Well, hello, hello. Yes, ma'am. So, when I get connected, they don't answer the phone. So I wait, the representative, Chris, um, had me on hold and then connected me, and they're not answering the call. Okay. So unfortunately, we're not part of the urgent care department. We don't have access to that facility part. I can provide you their phone number if you like, and get you transferred over. I do apologize for the lack of accessibility that I have to assist you with this issue. Well, how? Because the last two representatives told me to hold and was able to get somebody from that department and able to connect me, and she came on the phone and then the phone just hung up. Yes, ma'am. So that's the same- So me- Go ahead. I'm sorry. Right, but me call... But you guys were able to get ahold of them. I've been... They've been connecting me all day long and they don't answer the phone. Now, I booked a consultation with a doctor at 8:00 this morning. He called me at 11:00. My prescription is still not at the pharmacy. So do I just need to book another consultation with the doctor just to get a prescription that should have been called- Mm-hmm. ... in at 11:00? It's now going on 4:00? Unfortunately- Like what's the point of me even paying for these services, and I can't get no help and get the runaround? It's not making no sense. I shouldn't... I'm begging for my medicine at this point. I do apologize for this inconvenience. I do ap- Unfortunately, the only... I can... The only thing that I can really do within my capabilities is get you transferred over to the Virtual Department to see if they can let you know what the next step will be to be able to get that prescription. Fine. Call back. and hop when she's finished? The main reason why I wouldn't be able to do anything aside from that is 'cause the department that you call, we only actually had- They've been doing it all day. They've been doing it all day, so I'm not understanding this. Okay. I apologize. Would you like me to attempt once again to get someone on the phone from Virtual Care? Yes, please. Sure thing.

Conversation Format

Speaker speaker_0: I started on... Hello? Hello?

Speaker speaker_1: Yes, ma'am, how can I help you today?

Speaker speaker_0: Yes. Um, Marcy was just on the phone from the Virtual, um, Urgent Care, and I just got disconnected.

Speaker speaker_1: Give me one moment. Let me transfer you to Virtual Care.

Speaker speaker_0: Well, hello, hello.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: So, when I get connected, they don't answer the phone. So I wait, the representative, Chris, um, had me on hold and then connected me, and they're not answering the call.

Speaker speaker_1: Okay. So unfortunately, we're not part of the urgent care department. We don't have access to that facility part. I can provide you their phone number if you like, and get you transferred over. I do apologize for the lack of accessibility that I have to assist you with this issue.

Speaker speaker_0: Well, how? Because the last two representatives told me to hold and was able to get somebody from that department and able to connect me, and she came on the phone and then the phone just hung up.

Speaker speaker_1: Yes, ma'am. So that's the same-

Speaker speaker_0: So me-

Speaker speaker_1: Go ahead. I'm sorry.

Speaker speaker_0: Right, but me call... But you guys were able to get ahold of them. I've been... They've been connecting me all day long and they don't answer the phone. Now, I booked a consultation with a doctor at 8:00 this morning. He called me at 11:00. My prescription is still not at the pharmacy. So do I just need to book another consultation with the doctor just to get a prescription that should have been called-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... in at 11:00? It's now going on 4:00?

Speaker speaker_1: Unfortunately-

Speaker speaker_0: Like what's the point of me even paying for these services, and I can't get no help and get the runaround? It's not making no sense. I shouldn't... I'm begging for my medicine at this point.

Speaker speaker_1: I do apologize for this inconvenience.

Speaker speaker_0: I do ap-

Speaker speaker_1: Unfortunately, the only... I can... The only thing that I can really do within my capabilities is get you transferred over to the Virtual Department to see if they can let you know what the next step will be to be able to get that prescription.

Speaker speaker_0: Fine. Call back. and hop when she's finished?

Speaker speaker_1: The main reason why I wouldn't be able to do anything aside from that is 'cause the department that you call, we only actually had-

Speaker speaker_0: They've been doing it all day. They've been doing it all day, so I'm not understanding this.

Speaker speaker_1: Okay. I apologize. Would you like me to attempt once again to get someone on the phone from Virtual Care?

Speaker speaker_0: Yes, please.

Speaker speaker_1: Sure thing.