

Transcript: Franchesca

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Full Transcript

Hi. My name is Tricia. How can I help you today? Hey. This is Katrina. I'm calling from Whole Life Dental. Somebody gave me this number. I have a patient, just trying to figure out his dental insurance. Is there any way you can help me with that? He don't have a cell phone. All right. Um, Ms. Marina, which dental office did you say you're calling from? Whole Life Dental. Hm. That's not right. Ma'am, I think you called the wrong number. What is that patient's first and last name? Bobby Burton. Uh, yeah. And then just a regular, um, spelling, B-O-B-B-Y? Yes, ma'am. Okay. And that last name is B-E-R-T-O-N? B-U-R-T-O-N. B-U-R. And then lastly, can I please have a date of birth? 1/27... I mean, I'm sorry, 1/24/63. I tried to change the date of birth. We're, she needs to order pins. So, unfortunately, your patient does not have dental coverage. He only has a medical preventative plan. Okay, I'll let him know. All right. Have a great day, love. Thank you. You, too. Bye-bye. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Hi. My name is Tricia. How can I help you today?

Speaker speaker_1: Hey. This is Katrina. I'm calling from Whole Life Dental. Somebody gave me this number. I have a patient, just trying to figure out his dental insurance. Is there any way you can help me with that? He don't have a cell phone.

Speaker speaker_0: All right. Um, Ms. Marina, which dental office did you say you're calling from?

Speaker speaker_1: Whole Life Dental.

Speaker speaker_0: Hm. That's not right. Ma'am, I think you called the wrong number.

Speaker speaker_2: What is that patient's first and last name?

Speaker speaker_1: Bobby Burton. Uh, yeah.

Speaker speaker_2: And then just a regular, um, spelling, B-O-B-B-Y?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. And that last name is B-E-R-T-O-N?

Speaker speaker_1: B-U-R-T-O-N.

Speaker speaker_2: B-U-R. And then lastly, can I please have a date of birth?

Speaker speaker_1: 1/27... I mean, I'm sorry, 1/24/63. I tried to change the date of birth. We're, she needs to order pins.

Speaker speaker_2: So, unfortunately, your patient does not have dental coverage. He only has a medical preventative plan.

Speaker speaker_1: Okay, I'll let him know.

Speaker speaker_2: All right. Have a great day, love.

Speaker speaker_1: Thank you. You, too. Bye-bye.

Speaker speaker_2: Thank you. Bye-bye.