

## **Transcript: Franchesca**

**Baez-6031078225395712-5792238046855168**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Please listen closely, as our menu options have changed. Thank you for calling CureXa Pharmacy, where your medications are our priority. If this is a medical emergency, please hang up and dial 911. This call is being recorded for training and quality assurance purposes. If you know your party's extension, please dial it now. If you are a patient and would like to refill your prescription, press one. If you are a medical provider, press two. For the pharmacy's business hours, fax number and website, press three. To speak to someone in the pharmacy, press zero. Thank you for calling CureXa. This is Quinn. How can I help you? Hi, Quinn. I'm a, I'm a current member. I was hoping to speak with Miss Roxanna, I believe is, who handles these calls. Okay. Can I have your name? Yes, ma'am. It's Francesca. Okay, give me one second. Let me see if she's available. Thank you. This is Roxanna. Can I help you? Yes, hello Roxanna. This is Francesca. How are you today? Good. How are you? Good. Um, I was calling to verify if, what the refill for the FreeRx membership with you guys, do we go through the automated system? Um, I would suggest that if you're requesting a refill, to just go ahead and give us a call directly. Understood. Are, are you looking for a refill? Uh, no. I was just double-checking the information for a co-worker. Oh, okay. Yeah. I would just give our pharmacy a call, um, and just request a refill. Understood. And will that be processed with you directly or any of your other co-workers? Um, mainly it's, it's me that's processing it, but there are a few others- Mm-hmm. ... that can do it for you. Um, so you know, I would just, uh, call the number and you can press zero and then you can just ask to speak to someone. Understood. So it would be more advisable to do it with a live agent than the automated system, right? Um, now, are... You're just talking about requesting a refill for a prescription, correct? Because we are just a fulfillment pharmacy. If you're looking for an Explanation of Benefits, um, or anything of that nature, you would have to contact FreeRx directly. No, no, no. It would just be a medication that you guys have already sent the first fill for. It would just be like a repeated one. Even the bottle itself will say that there's more than one refill in stock. Oh, yeah. Then all you would have to do is just call our number. Mm-hmm. Uh, you could press zero and you can ask to speak to someone. Understood. I will let the rest of the team know. Thank you. Sure. You got it. Thank you. Bye. Mm, bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Please listen closely, as our menu options have changed. Thank you for calling CureXa Pharmacy, where your medications are our priority. If this is a medical emergency, please hang up and dial 911. This call is being recorded for training and quality assurance purposes. If you know your party's extension, please dial it now. If you are a patient and would like to refill your prescription, press one. If you are a medical provider, press two. For the pharmacy's business hours, fax number and website, press three. To speak to someone in the pharmacy, press zero.

Speaker speaker\_2: Thank you for calling CureXa. This is Quinn. How can I help you?

Speaker speaker\_3: Hi, Quinn. I'm a, I'm a current member. I was hoping to speak with Miss Roxanna, I believe is, who handles these calls.

Speaker speaker\_2: Okay. Can I have your name?

Speaker speaker\_3: Yes, ma'am. It's Francesca.

Speaker speaker\_2: Okay, give me one second. Let me see if she's available.

Speaker speaker\_3: Thank you.

Speaker speaker\_4: This is Roxanna. Can I help you?

Speaker speaker\_3: Yes, hello Roxanna. This is Francesca. How are you today?

Speaker speaker\_4: Good. How are you?

Speaker speaker\_3: Good. Um, I was calling to verify if, what the refill for the FreeRx membership with you guys, do we go through the automated system?

Speaker speaker\_4: Um, I would suggest that if you're requesting a refill, to just go ahead and give us a call directly.

Speaker speaker\_3: Understood.

Speaker speaker\_4: Are, are you looking for a refill?

Speaker speaker\_3: Uh, no. I was just double-checking the information for a co-worker.

Speaker speaker\_4: Oh, okay. Yeah. I would just give our pharmacy a call, um, and just request a refill.

Speaker speaker\_3: Understood. And will that be processed with you directly or any of your other co-workers?

Speaker speaker\_4: Um, mainly it's, it's me that's processing it, but there are a few others-

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_4: ... that can do it for you. Um, so you know, I would just, uh, call the number and you can press zero and then you can just ask to speak to someone.

Speaker speaker\_3: Understood. So it would be more advisable to do it with a live agent than the automated system, right?

Speaker speaker\_4: Um, now, are... You're just talking about requesting a refill for a prescription, correct? Because we are just a fulfillment pharmacy. If you're looking for an Explanation of Benefits, um, or anything of that nature, you would have to contact FreeRx directly.

Speaker speaker\_3: No, no, no. It would just be a medication that you guys have already sent the first fill for. It would just be like a repeated one. Even the bottle itself will say that there's more than one refill in stock.

Speaker speaker\_4: Oh, yeah. Then all you would have to do is just call our number.

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_4: Uh, you could press zero and you can ask to speak to someone.

Speaker speaker\_3: Understood. I will let the rest of the team know. Thank you.

Speaker speaker\_4: Sure. You got it. Thank you.

Speaker speaker\_3: Bye.

Speaker speaker\_4: Mm, bye-bye.