

Transcript: Francesca

Baez-6592129806581760-6737125889228800

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. My name is Francesca with Beneficent Healthcare. How can I assist you today? Hey, I am Lori. Um, where do I work? Novant Health Wahlberg Family Medicine in Winston-Salem, North Carolina. I have a patient of yours who has given me this phone number to verify her insurance. So I'm needing whatever I can get so I can put it in on... She's got a visit today seeing the provider, and so I need to make sure that I get her information. All right, Ms. Lori. And you said that you're calling with Health Wahlberg Family Medicine? Novant Health Wahlberg Family Medicine. Okay, and what is the first and last name of that patient?

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good morning. My name is Francesca with Beneficent Healthcare. How can I assist you today?

Speaker speaker_2: Hey, I am Lori. Um, where do I work? Novant Health Wahlberg Family Medicine in Winston-Salem, North Carolina. I have a patient of yours who has given me this phone number to verify her insurance. So I'm needing whatever I can get so I can put it in on... She's got a visit today seeing the provider, and so I need to make sure that I get her information.

Speaker speaker_1: All right, Ms. Lori. And you said that you're calling with Health Wahlberg Family Medicine?

Speaker speaker_2: Novant Health Wahlberg Family Medicine.

Speaker speaker_1: Okay, and what is the first and last name of that patient?