

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you? Hi. My name is Nadine Williams and I have... I'm a member now. I am trying to get a prescription filled, but I'm a little confused. I, um, I have my... I don't have a physician, and I do have high blood pressure medication. How do I get that, um, filled? And I do have the prescription number. Okay, and do you have your ID card? Yes. Okay. On the ID card, it should be y- the pharmacy number, so they will be able to assist you, should, uh... Mm-hmm. It should say Pharmacy Help Desk. We do not have that information here. Okay. Okay? Okay, thank you. No problem. Thank you for being respectful. Mm-hmm. Bye-bye. You're welcome. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. My name is Nadine Williams and I have... I'm a member now. I am trying to get a prescription filled, but I'm a little confused. I, um, I have my... I don't have a physician, and I do have high blood pressure medication. How do I get that, um, filled? And I do have the prescription number.

Speaker speaker_0: Okay, and do you have your ID card?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. On the ID card, it should be y- the pharmacy number, so they will be able to assist you, should, uh...

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: It should say Pharmacy Help Desk. We do not have that information here.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay?

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: No problem. Thank you for being respectful.

Speaker speaker_1: Mm-hmm. Bye-bye. You're welcome. Bye-bye.