



Hi, I'm a virtual agent from New Bay Health. I'm calling to schedule an appointment for Jordan. Did I reach the right number?

Uh, I'm sorry, I didn't catch it. Who's calling?

J



I'm calling from New Bay Health to help Jordan schedule an appointment. Is this the correct number for Jordan?

Uh, yeah. Can you tell me a little bit more about the appointment that you're calling about?

J



I'll be happy to help with that if you don't mind. Can I first verify that I'm speaking to Jordan? May I please have your date of birth?

Sure. It's um, March 10th, 1982.

J



Thank you, Jordan. I'm calling to help you schedule a colonoscopy consult with Dr. Shri Lami Burelli. This was ordered by your primary care provider, Amanda Lynn, during your last annual wellness visit. Would you like to schedule this appointment now?

Uh, do I really need the colonoscopy?

J



Dr. Lynn ordered this consult to discuss the colonoscopy procedure because it's an important preventive measure. Colonoscopies are recommended for adults over 45 and can help detect colorectal cancer early. Dr. Burelli will go over your medical history, current medications, and address any concerns you might have about the procedure during the consult. Would you like to proceed with scheduling?

And I've heard, is this something where I need to do a bunch of prep for the consult appointment itself?

J



There's no special preparation required during the consultation. Dr. Burelli will provide you with detailed instructions on how to prepare for the actual colonoscopy, which will be scheduled at a later date. Would you like me to look for available appointment slots for your consult with Dr. Burelli?

What, uh, what appointments does she have available?

J



October 12th at 9:00 AM at 9:45 AM at 10:30 AM Would any of these times work for you?

Yeah. Can I take the one, uh, October 12th at 10:30 AM please?

J



Your appointment has been scheduled for October 12th at 10:30 AM at the Washington Heights location. Please remember to bring your insurance and photo ID and try to arrive 15 minutes early. Is there anything else I can assist you with today?

No, that's it. Thanks so much.

J