



Thank you for calling New Bay Health. I'm a virtual agent designed for natural conversations, so feel free to speak as you would to someone. How can I assist you today?

Hi, I need help with my prescriptions, please.

R



I'd be happy to help with that. Can I start by getting your date of birth, please?

Yes. My date of birth is May 7th, 1972.

R



I found your record. Am I speaking with Robert Young?

Yes

R



How can I assist you with your prescriptions today? Would you like to refill a prescription or do something else?

Um, yes. A refill, please.

R



You have prescriptions for Metformin and metoprolol. Would you like to refill both or just one of them?

The metoprolol one, please.

R



Great. I'll send an SMS confirmation to your number. Is there anything else you need help with?

Nope, that's it. Thank you.

R



Thank you for calling New Bay Health. Take care. And wishing you comfort and wellness.