



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 am running late for an appointment.

R



I understand. Could you please provide me with your date of birth so I can access your appointment information and assist you further?

1982 March 10

R



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

Yes

R



Your appointment with Dr. Naisha Patel is scheduled for November 8th at 10:50 AM. Would you like me to help reschedule it or should I inform the provider of your delay?

Um, yeah. Can I reschedule it please? Uh, do you have anything in the morning during the week of the 18th?

R



I found some available slots during the week of the 18th on Wednesday, November 20th at 8:00 AM, 8:15 AM and 8:30 AM Which time would you prefer?

Uh, the first one please.

R



Your appointment has been successfully rescheduled for Wednesday, November 20th at 8:00 AM with Naisha Patel. Is there anything else I can assist you with today?

No, thank you.

R



Thank you for calling New Bay Health, take care, and wishing you comfort and wellness.