



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, uh, recently saw my doctor about kidney stones and they said I might need a procedure to treat them. Um, something about shockwaves, who do I contact about that?

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It sounds like your doctor mentioned a procedure called extra corporeal, shockwave lithotripsy, ESWL, which is a common treatment for kidney stones using sound waves to break them into smaller pieces. Would you like help finding a specialist or department related to this procedure, or do you need more information about your options?

Yes. Connect me to, uh, the, uh, right department. Please

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Let me connect you to the urology department now. Thank you for your patience. Please hold for a moment.