



Hello, this is New Bay Health. I'm a virtual agent calling to help schedule an appointment for Alex Lee as requested by your healthcare provider. Is this a good time and did I reach the right person?

Yes. This is Alex. Great to proceed.

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Could you please provide your date of birth for verification?

Sure. It's April 10th, 1979.

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Thank you for confirming your information. Alex, your primary care provider, Dr. Eliza Lynn, has requested that we schedule a mammogram for you. Would you like to schedule this appointment now?

Would it be possible to request for a female for this procedure?

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Absolutely. I'll make a note to schedule your mammogram with a female technician. We have available appointments for your mammogram at the New Bay Health Manhattan location on November 14th at 9:00 AM, 9:45 AM, and 10:30 AM. Which time works best for you?

I'll take 9:00 AM please.

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Great. Your appointment is scheduled for November 14th at 9:00 AM at New Bay Health Manhattan. Would you like to receive an SMS confirmation of this appointment? If yes, could you please confirm your phone number as (650) 328-5555?

Yes, please. That'd be great. Thank you.

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Great. I'll send an SMS confirmation to your number. Here are a few reminders for your appointment. Please bring your insurance and photo ID. Try to arrive 15 minutes early. For the best images during the mammogram, avoid wearing deodorant, powder, or lotion under your arms or on your breasts that day. Is there anything else I can assist you with?

Nope, that's it. Thank you.

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Thank you for your time, Alex. Have a wonderful day and take care.