

CareIG Specialty Pharmacy — Call Log / Transcript

CASE_ID : Vasquez_03151971
Date : 03/31/2026
Time : 14:05 PM
Duration : 00:07:43
Call Type : Outbound
Staff : Teresa Rodriguez (Patient Representative – INT-003)
Number Dialed : (305) 555-4892
Outcome : Reached

[14:05:11] – Call connected.

MARIA ELENA VASQUEZ:

"Hello?"

TERESA RODRIGUEZ:

"Hello, may I speak with Maria Elena Vasquez?"

MARIA ELENA VASQUEZ:

"Yes, this is she."

TERESA RODRIGUEZ:

"Hello, this is Teresa Rodriguez from CareIG Specialty Pharmacy. Dr. Harrington has referred you for home IVIG infusion therapy. I'm calling to verify your information and explain next steps. Do you have a few minutes?"

MARIA ELENA VASQUEZ:

"Oh yes, Dr. Harrington mentioned he was going to send a referral. Yes, I have a few minutes, go ahead."

TERESA RODRIGUEZ:

"Wonderful, thank you. I just want to confirm a few pieces of information we have on file for you. Can you confirm your date of birth?"

MARIA ELENA VASQUEZ:

"March 15th, 1971."

TERESA RODRIGUEZ:

"Perfect. And your address – we have 4821 SW 112th Avenue, Miami, FL 33165?"

MARIA ELENA VASQUEZ:

"Yes, that's correct."

TERESA RODRIGUEZ:

"And the best phone number to reach you is the one you're on now, (305) 555-4892?"

MARIA ELENA VASQUEZ:

"Yes, that's my cell."

TERESA RODRIGUEZ:

"Great. And we have an email address on file for you as m.vasquez1971@gmail.com – is that still accurate?"

MARIA ELENA VASQUEZ:

"Yes, that's right."

TERESA RODRIGUEZ:

"Wonderful. Everything looks good. Now, before we can schedule your infusion visit, there are a couple of steps we need to walk through. Before we schedule your visit, a signed Consent for Treatment and Financial Responsibility form is required. Once we verify your insurance, we will also contact you with your estimated out-of-pocket costs before scheduling."

MARIA ELENA VASQUEZ:

"Okay, that makes sense. Do I need to come in to sign it, or can I do it electronically?"

TERESA RODRIGUEZ:

"We'll email it to you and you can sign and return it electronically – it's pretty quick. We'll send it over today to your Gmail address."

MARIA ELENA VASQUEZ:

"Perfect. And do you have any idea yet what my costs might be? I have Aetna but I'm not sure what they cover for this."

TERESA RODRIGUEZ:

"That's a great question. We'll be verifying your benefits with Aetna as our next step, and once we have that information, we'll call you back with an estimate of your out-of-pocket before anything is scheduled. We want to make sure you have that information upfront."

MARIA ELENA VASQUEZ:

"Okay, I appreciate that. That's very helpful."

TERESA RODRIGUEZ:

"Of course. So you'll be getting an email shortly from us at intake@careig.com – the subject line will say 'CareIG – Consent Form Required | Vasquez.' Just open it, review, sign, and send it back whenever you get a chance. Is there anything else you have questions about for now?"

MARIA ELENA VASQUEZ:

"No, I think that's everything for now. Thank you."

TERESA RODRIGUEZ:

"You're very welcome, Ms. Vasquez. We'll be in touch soon. Have a great day."

MARIA ELENA VASQUEZ:

"You too, thank you. Goodbye."

[14:12:54] – Call terminated.