

B	I	N	G	O
"My medication got stolen"	Cannot find a medication in the waiting bin	Pt is trying to fill C2 9 days early	"I want everything refilled"	"How much is it with GoodRx"
Pt is picking up a med that was RTS	"My doctor faxed it over to you"	"I lost my medication"	Comes to pick up a C2 without calling first	"I never picked up that medication"
"Just transfer everything in to your store"	"That should be free"	Pharmacy OSAT >85	Leaves a voicemail with an entire story but no name and DOB	"Are you guys open" while closed for lunch
"But the message said it was ready!!"	"It's the little white pill"	"First month second day" DOB	Same patient calls 3 times	"I guess I'll just die"
Pt showed up more than an hour before you told them the expected time	Pt comes to pick up meds at our store when they have only filled at North Park	"I need brand name"	"Where is the bathroom?"	Pt is trying to fill C2 5 days early

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