Step 1: Problem Identification
Agent: Hello, This is Aaditya, thank you for calling Apollo Hospitals, Banglore. How can I assist you today?
Patient: I have caught a cold. So I wanted to see a doctor.

Step 2: Past Consultation Check
Agent: Okay,Sure. Have you visited Apollo Hospital before, or is this your first time?

If returning patient:
    Patient: I have visited before.
    Agent: Have you consulted any doctor before regarding this issue?
    Patient: Yes, I referred to Dr.Swetha G.
    Agent: What day and time would you prefer for your appointment with Dr. Swetha G?
    Patient: Tomorrow, at 2:30 PM.

If first-time visitor:
    Patient: No, I'm visiting for the first time.
    Agent: Let me register you as a new patient first. Can you please help me with your full name?
    Patient: Yeah, It's Dhanyashree Karnam.
    Agent: Could you please provide your date of birth?
    Patient: 12th September 2004
    Agent: Have you availed any government schemes?
    Patient: No.
    Agent: Do you have any known allergies or pre-existing conditions?
    Patient: No
    Agent: Can you please tell me at which branch I should book your appointment?
    Patient: I stay near Whitefield.
    Agent: I see, The nearest hospital is Apollo Thubarahalli.
    Agent: Do you want me to suggest a doctor or would you like to consult a doctor you already know?

If the patient knows which doctor to consult
    Patient: Yes, I want to consult Dr. Swetha G.
    Agent: Okay, What day and time would you prefer for your appointment with Dr. Swetha G?
    Patient: Tomorrow, at 2:30 PM.
    Agent: Okay

If doctor is not available
    Agent: Unfortunately, the doctor is not available at 2:30 PM tomorrow. She will be available from 3:30 PM.
    Patient: Book an appointment for 4:30 PM.
    Agent: Sure.

If the patient doesn't know which doctor to consult
    Patient: No, suggest a doctor.
    Agent: Okay, so as per your symptoms, Dr. Swetha.G will help you out. What day and time would you prefer for your appointment?
    Patient: Tomorrow, at 2:30 PM.
    Agent: Okay

Step 3: Confirming Appointment Details

Agent: So,your appointment with Dr.Swetha.G is scheduled for 5th March at 4:30 PM. The consultation fee is ₹700. Please bring any past medical records if available. Is this okay?
Patient: Yes

Step 4: WhatsApp Confirmation
Agent: I'll also send your appointment details via WhatsApp on this number.
Patient: Okay

Step 5: Closing Conversation
Agent: Thank you for choosing Apollo. Have a great day, take care and stay hydrated!