Quarterly review — 630 hours and 299 corrections

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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63 working days, 11,970 requests · fictional document

Fictional document — demonstration example

This document is produced by the Blue Lemon Agent website to illustrate what an AI agent hands to its users. The companies, matters, amounts and people in it are invented. It has no legal, accounting or commercial value.

Fictional document, produced for the demonstration. **The figure the agent publishes about itself sits in the same table as the others**, with its measured cause and the correction already applied. A figure the agent publishes about itself with no follow-up is a confession; followed by a measured correction, it is proof of clear-sightedness.

What the quarter gave back

Measure	Value	Basis
Requests received	**11,970**	190 a day × 63 working days
Time per request	**4 min 10 → 1 min**	Front-desk time records
Time given back	**10 h a day · 630 h over the quarter**	**3 h 20 per secretary per day**

Measure	Value	Basis
Time spent at the counter	**+41 %**	Time records
Call-backs to patients whose appointment had moved	**117**	**Nobody did them before**
Overtime declared	**0**	**74 h in the previous quarter**

The figure the agent publishes about itself

Finding	Volume	What explains it	What was done
Referrals corrected by the coordinator	**299 out of 8,300 — 3.6 %**	**One referral in 28**	Count taken to the lead physician with the cases
of which on a single reason	**209 — 70 %**	**The protocol did not separate the renewal of a stable treatment from the one following a change of dosage; both are stated with the same words on the phone**	**Two lines added to the protocol and one question to the intake**
Measured effect of the correction	**6 weeks**	Question “has your treatment changed?”	**Correction rate 3.6 % → 0.9 %**

The figure the agent publishes about itself did not vanish: it was paid once, and it left the protocol better than it found it. That is why the correction statement is proposed as a quarterly review: **it is the only indicator that says where the protocol is thin, and it costs nothing to produce.**

Cost against time given back

Item	Value
Subscription	**Price not published**

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Item	Value
Over the quarter	**Price not published**
Front-desk time given back	**630 hours**
Cost of an hour given back	**Price not published**

> **The calculation is given in full rather than as a ratio:** the centre will redo it better with its own loaded costs, and a figure you can redo yourself beats a figure you have to take on trust.

For the centre to set

Date of the quarterly protocol review: _____

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> https://bluelemonagent.ai/en/entreprises/cas-usage/agent-de-pre-orientation-medicale-administrative

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