A request as presented to the front desk

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

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Full example, 55 seconds of handling · 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: patient, practitioner and dates invented for the demonstration. **The protocol line applied is displayed next to the proposed referral** — the coordinator sees the rule at the same time as the result, and can overrule it in one click.

The information gathered

Field	Value gathered	Source
Reason as stated	**“I'd like an appointment with my doctor, it's about my prescription”**	**Copied word for word, in quotation marks**
Requester	Aurélie Cauvin, patient of the centre	Declared, checked against the practice software
Usual practitioner	Dr Samuel Renaudot	Practice software
Length of follow-up	Patient since 2019, 11 consultations, last on 14/02	Practice software

Field	Value gathered	Source
Treatment changed since the last prescription	**No**	**Question added to the protocol after the correction statement**
Availability	Tuesday morning, Thursday afternoon, Friday morning	**Three slots given by the patient, not a ticked box**
Administrative documents	Health card up to date · registered GP declared · no long-term condition scheme	Practice software
Channel and time	Online portal, Tuesday 9.40 p.m.	Time-stamp

The referral proposed, and the rule that produces it

Element	Value
Practitioner	**Dr Samuel Renaudot** — declared registered GP
Type of consultation	Short consultation
Timeframe	Within 15 days
Slots offered	**Thursday 2.20 p.m. · Friday 9.10 a.m. · following Tuesday 8.40 a.m.** — available to the second
Protocol line applied	**“Repeat prescription, treatment unchanged → registered GP, short consultation, within 15 days”**
Decision	**Awaiting the coordinator's approval — the agent does not write in the diary**

What the patient received, and when

Moment	Before	With the agent
Acknowledgement	None	**Tuesday 9.41 p.m.**

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Moment	Before	With the agent
Three real slots offered	—	**Tuesday 9.41 p.m.**
First human contact	**Wednesday 11 a.m., line busy, call-back at 2 p.m.**	**Wednesday 8.34 a.m., approval and confirmation**
Front-desk time consumed	4 min 10	**55 seconds**

> **A missing field is fixed once and applies to every request that follows.** The question “has your treatment changed?” was added after a correction statement; it brought the correction rate on that reason down from **3.6 % to 0.9 %**.

For the centre to set

Fields to add to the intake, reason by reason: _____

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

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