Three stopwatches — what a request costs

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Six weeks of time records · 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 three measures cover three different populations of requests and do not add up:** not every request calls for a referral, not every referral is passed to a practitioner. Each stopwatch is read on its own.

The three stopwatches

Stage	Population measured	Today	With the agent
Gathering administrative information	Every incoming request	**55 % of the time**	**9 %**
Applying the referral protocol	Requests calling for a referral	**30 %**	**6 %**
Formatting the request	Requests passed to a practitioner	**25 %**	**5 %**

The figure that sums them up

Measure	Before	With the agent	Gap
Front-desk time per complete request	**4 min 10**	**1 min**	**− 3 min 10**
Requests per working day	190	190	—
Time given back per day	—	**10 hours**	**≈ one and a half posts**
Per secretary per day	—	**3 h 20**	Across three posts
Over the quarter (63 working days)	—	**630 hours**	—

Where the measures come from

Source	Period	What it gives
Front-desk time records	6 weeks	Actual duration per stage, not an estimate
Request log	3 years	Volumes by channel and by hour
Practice software diary	3 years	Referrals actually booked
Overtime register	**2 quarters**	**74 h in the previous quarter, 0 h in the quarter measured**

> **What the time given back becomes belongs to the centre, not to the agent:** here, **+41 % of time at the counter** and **117 call-backs to patients whose appointment had been moved**, which nobody had time for. Another centre would turn it into extra slots — that is a decision, not an automatic result.

For the centre to set

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Chosen use for the time given back: _____

Request a demo with your own documents

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

Scope of this document: the service operated by Blue Lemon Agent. For an agent deployed at your premises, the applicable location is that of the architecture set out in the quotation and verified before commissioning; local execution is announced only for the configuration explicitly described and accepted in the quotation; the applicable isolation depends on the deployment mode set out in the quotation, no dedicated isolation being presumed; the encryption mechanisms in transit and at rest, their components and key management are those documented for the architecture chosen; roles and permissions are configured and accepted for the identities and systems actually connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.

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