



# Three stopwatches — what a request costs

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Document issued on 24/09/2026

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                           |
|---------------------------------------------|-----------------|------------------|-------------------------------|
| <b>Front-desk time per complete request</b> | <b>4 min 10</b> | <b>1 min</b>     | <b>– 3 min 10</b>             |
| Requests per working day                    | 190             | 190              | —                             |
| <b>Time given back per day</b>              | —               | <b>10 hours</b>  | <b>≈ one and a half posts</b> |
| Per secretary per day                       | —               | <b>3 h 20</b>    | Across three posts            |
| Over the quarter (63 working days)          | —               | <b>630 hours</b> | —                             |

## 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                                        |
| <b>Overtime register</b> | <b>2 quarters</b> | <b>74 h in the previous quarter, 0 h in the quarter measured</b> |

**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: \_\_\_\_\_

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