Three automatic gestures — and everything awaiting a decision

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Exhaustive list · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **Only three gestures happen without asking, and all three protect the patient rather than the figures.** Each is reversible, and the list of what awaits a decision is given in full — that list is what gives “0 decision with a legal or significant effect taken by an agent” its meaning.

The three automatic gestures

Gesture	Why it cannot wait	Volume	Reversibility
Display the urgent message and alert the on-call practitioner	**Waiting for approval would be a fault**	**26 times, 4 seconds on average**	The text displayed is the lead physician's, changeable by him alone

Gesture	Why it cannot wait	Volume	Reversibility
Take an uncovered request out of the circuit and send it on	Guessing a neighbouring reason would be more dangerous than handing over	**1,940 over the quarter**	**Reversible both ways: one line added to the protocol brings the reason back the next day — 118 requests after three lines**
Acknowledge within the hour, on the channel of arrival	**Promises nothing: says the request arrived and when it will be looked at**	33 a day	Wording approved by the coordinator, changeable

Everything that awaits someone's decision

Action	Who decides	Default state
Apply a referral	**The coordinator**	**Pending — the agent does not write in the diary**
Book an appointment	The front desk	Pending
Send a message in the centre's name	**The centre, by written mandate**	**In draft**
Add or change a line of the protocol	**The lead physician**	Proposed, never applied alone
Open an extra field of the record	**The lead physician**	Closed by default

The two next steps proposed, in this order

Step	Content	What it brings
1 — Fifth use	**Appointment booking, limited to the 5 GPs, one month**	**1 h 50 of front-desk time a day**

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Step	Content	What it brings
2 — Quarterly protocol review	Correction statement, reason by reason	**Makes the protocol fairer — and that is what makes the first gain last**

> **An automatic gesture that cannot be withdrawn is not an automatic gesture, it is a dispossession.** All three are withdrawn in one word, with no notice and no justification to give.

For the centre to set

Automatic gestures retained: _____

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

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