



Outside the protocol — 7 families, 1,940 requests

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Full quarter · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **A request the protocol does not cover is never matched to a neighbouring reason.** It goes to its destination with an explicit note that the protocol does not cover it — **guessing would be more dangerous than handing over.**

The seven families

Family	Volume	Destination	What goes with it
Clinical free text	1,480	Practitioner concerned	Full text, record open, time-stamp
Reason absent from the protocol	194	Front desk	Explicit note: “the protocol does not cover this reason”
Complex administrative request	121	Administrative officer	Funding, prior authorisation, transport

Family	Volume	Destination	What goes with it
Patient unknown to the centre	66	Front desk	Waiting-list position of each practitioner
Request from a third party	41	Front desk	No information from the record is disclosed to the person asking
Situation the protocol classes as urgent	26	Urgent circuit	See the dedicated attachment
Unintelligible or empty request	12	Front desk	Original message as received
Total	1,940	16 % of requests	—

The delay, which is the whole subject

Measure	Before	With the agent
Average handover to the right destination	2 h 50	1 min 40
Off-pattern requests left unanswered	7 % over 3 years of history	0
Requests escalated by hand	All	None

The 7 % left unanswered came from no negligence at all: **an off-pattern request arrives in the middle of a phone call, gets written on a scrap of paper and disappears between two patients at the counter.** That is exactly the kind of loss a written circuit removes without effort.

What is proposed — the easiest seam

Finding	Volume	What it takes
Three reasons account for 118 of the 194 “absent reasons”	118	Three lines written by the lead physician — those requests enter the normal circuit the next day
The other 76	76	Spread over 39 different reasons — they stay outside the circuit, and rightly so

For the centre to set

Three reasons to write first: _____

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