# 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



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| 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: _____

**Request a demo with your own documents**

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

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