Urgent circuit — as the protocol prescribes it

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26 triggers over the quarter · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The agent is not the one judging that a situation is urgent.** The lead physician listed, in plain words, the formulations that trigger the circuit. **The agent matches the text received against that list: that is formulation matching, not clinical assessment** — and that difference is the line separating the administrative from the medical.

The three effects, in order

Effect	Average measured delay	Content
Urgent message displayed	**4 seconds**	**The lead physician's text, word for word** — it tells the patient to call 15, the French emergency medical number, without waiting, and gives that number

Effect	Average measured delay	Content
Sent to the on-call practitioner	**11 seconds**	**Secure health messaging** — full text, exact time, record open
Marked in the log	immediate	Time of arrival, time of display, time of sending

Secure health messaging is the encrypted messaging service reserved for health professionals. **The urgent message is neither adapted to the case, nor softened, nor shortened:** it is displayed exactly as approved. An urgent text rewritten on the fly would be a text nobody had approved.

What the log makes it possible to answer

Question asked one day	What the log gives
“What happened that night?”	**Time of arrival, text received, time of display, time of sending, recipient**
“Was the message actually displayed?”	Yes/no, to the second
“Who read it, and when?”	Secure messaging receipt
“Who wrote that text?”	**The lead physician, with the approval date of the version displayed**

The quarter

Indicator	Value
Situations falling in the circuit	**26**
Circuits triggered	**26**
Situations found in a morning pile	**0**

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Indicator	Value
Called back by a practitioner in under 40 minutes	**22 out of 26**, using the two reserved slots per half-day

> **The list of 14 formulations belongs to the lead physician.** It is the only part of the setup that deserves a quarterly re-read: it decides what triggers, and it is worth something only if a practitioner keeps it current.

For the centre to set

Date of the next review of the 14 formulations: _____

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

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