



Substantive corrections — 214 then 39

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Two quarters, 8,450 files · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **This table publishes the figure that does not flatter the agent**, its measured cause and the correction that followed. Better to have it from the agent than from a patient.

The two quarters

Quarter	Files prepared	Substantive corrections	Rate
First	4,100	214	5.2 %
Second	4,350	39	0.9 %

The real cause, measured file by file

Origin	Number	Detail
Incomplete photo of a document sent by the patient	173 of 214	Cut-off corner, reflection on the card, framing swallowing the last letter of a hyphenated first name

Origin	Number	Detail
Entitlement situation with no precedent in the 12 months of files	41	Special cases, no earlier template

It was not a misreading: it was an incomplete image, read faithfully. The distinction is not a nuance — it names the correction to be made, and that correction can be measured.

The three corrections applied

Correction	Implementation	Measured effect
Legibility check at upload	The photo is asked for again within the second, while the patient still has their phone in hand	0 corrections due to an unreadable document in the second quarter
Systematic matching of the five identity traits	A discrepancy on a single trait suspends writing	The file goes to an officer, both versions side by side
A value not read is not written	What is missing is named, with where it was looked for, who holds it and the request already drafted	No assumed value in any file

The protection that matters for officers

Indicator	Two quarters
Files prepared	8,450
Human approvals logged	8,450
Corrections made before the patient's entry	253 of 253
Corrections made after entry	0

Proposal awaiting approval: write the 41 unprecedented entitlement situations up as 41 cases in the rule base. **Of the 39 corrections in the second quarter, 27 already fell under one of them** — the same correction, pushed one notch further.

For the hospital to settle

Review of the 41 cases by the corrections officer — date: _____

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