



Letters for the stay — notice, documents, certificate

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Three templates rewritten, 13,340 letters a year · fictional document

Fictional document — demonstration example

This document is produced by the Blue Lemon Agent website to illustrate what an AI agent hands to its users. The companies, matters, amounts and people in it are invented. It has no legal, accounting or commercial value.

Fictional document, produced for the demonstration. **No letter mentions a care unit or any medical item** — that is what makes them handable to a third party who asks for them, employers included.

The three families and their volume

Letter	Annual volume	What was added	Dispatch time
Admission notice	8,600	Date, time, where to report, documents to bring, number if the patient cannot come	Same day
Document request	2,840 last year, 214 expected	The document named, the reason, the five ways of sending it	Same day
Attendance certificate	1,900	The dates of the stay and nothing else	Same day

Letter	Annual volume	What was added	Dispatch time
Total	13,340	—	9 days on average before

The four items patients kept phoning back about

Item	In the old template	Today
Exact time and place to report	1 time in 2	Always
List of documents to bring	1 time in 2	Always
Number to call if unable to come	Rarely	Always
What will be left for the patient to pay	Never	As soon as the agreement to cover comes back

What was flagged without being asked

Finding	Volume	What is done
Old notice quoting desk opening hours changed 11 months ago	1,340 letters went out with those hours	Template corrected; every template re-run each quarter against the internal notes that concern it

All 13,340 letters of the year are read by an officer before going out. The gain is not in the sending: it is in the drafting, which goes from a template to find and fill in to a letter ready in forty seconds.

For the hospital to settle

Default channel for patients over 75 (paper / email / message): _____

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