



Admission files review — 14,200 stays

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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Twelve months, strictly administrative scope · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **No care data was read to compile it**: it carries only administrative items — identity, entitlements, address, cover. **The reason for admission is never passed to the agent**.

What twelve months of files show

Measured finding	Volume	What it costs today
Stays over the year	14,200	8,600 scheduled entries, 5,600 unscheduled
Files incomplete on the day of entry	2,840 — one in five	A file finished standing at the desk, in front of a waiting room
Files rescued after entry	1,610	The document arrives after the stay, billing waits
Duplicate files on the same patient	84	Two spellings, two separate administrative histories

The three documents behind 78 % of the gaps

LINDBERGH FORMATION — a simplified joint-stock company with share capital of €250,000 · Registered office: 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114 · SIRET 817 946 114 00029 · VAT FR 60 817 946 114 · "Blue Lemon Agent" trade mark · Training-provider registration no. 119 108 635 91 (Île-de-France prefect — this registration does not amount to State approval) · Qualiopi certified, no. 03896, for the "training actions" category · contact@bluelemonagent.ai · dpo@bluelemonagent.ai · Hosted in France.

Missing document	Files concerned	Why it is missing	What is ready
Up-to-date entitlement certificate	1,120	The patient does not know it is required, or theirs has expired	Request drafted, sendable on 5 channels
Insurer's agreement to cover	760	Nearly always for a single room	Request to the insurer, policy number and expected length pre-filled
Proof of address less than 12 months old	335	A move that was never reported	Request drafted, list of accepted proofs attached
All three together	2,215 of 2,840 — 78 %	—	Three templates to read over, half a day

The three time items measured

Item	Today	Prepared by the agent, to approve	What the remaining time becomes
Assembling a scheduled admission file	60 % of the file's time — 18 min out of 30	10 % — 3 min	Checking and welcoming the patient
Checking a patient's entitlements	40 % — 6 min	10 % — 1 min 30	Handling the situations to be corrected
Preparing the billing for the week's stays	100 % — 9 h	20 % — 1 h 48	Examining only the files carrying a discrepancy

Across 8,600 scheduled entries, the 15 minutes returned per file make 2,150 hours a year. These are officer-hours returned to the service at unchanged headcount: **no post cut, no post created.** The time does not leave the hospital, it moves — from keying in to welcoming.

The 84 duplicate files

*Identity vigilance is the discipline that guarantees the right file belongs to the right patient. **The agent merges no file:** it hands over the documented match — the two files, the identity traits that agree, the one that differs and the document that settles it — **and the identity vigilance team decides.** Over the first quarter: **84 matches handed over, 79 merges confirmed, 5 set aside** — two different patients, and it was worth checking.*

For the hospital to settle

Three document-request templates read over and settled on: _____

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