Pre-admission — five channels and the five-day reminder

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

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Trial quarter, 2,150 scheduled entries · 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 patient has an account to create or an app to install.** A photo sent from a phone counts as an online upload: that is what makes pre-admission reachable for the people a form never reaches.

The five channels, and what patients chose

Channel	Share of uploads	What it brings
WhatsApp	**38 %**	**A photo of a card or a certificate, in thirty seconds**
Telephone	22 %	The agent reads the documents out loud, the patient answers
Email	18 %	The channel of families and carers
Website chat	12 %	From the « preparing your visit » page

Channel	Share of uploads	What it brings
Desk	**10 %**	**The reception officer asks the same questions, nothing changes for the patient**

What the trial quarter gave

Measure	Previous quarter	Trial quarter
Scheduled entries	2,150	2,150
Files complete 48 h before entry	**1,178**	**1,880**
Patients with nothing to bring on the day	—	**702 more**
Files incomplete at entry, annual projection	**2,840**	**214**

The five-day reminder, for those who answer nothing

Step	What the agent does	Result over the quarter
Call five days before entry	**Introduces itself as the admissions office assistant, reads the missing documents**	**270 calls**
Receiving the document	**By photo, by email or at the desk, the patient's choice**	**188 files completed within 48 h**
No answer	The list goes out in writing and the patient has it in hand	**82 patients arrived at the desk with their list**
Stopping the reminders	**The second the document arrives, whatever the channel**	**0 reminders sent after receipt**

The document list is drawn up per type of entry — scheduled, day surgery, unscheduled, transfer — **and not per care unit:** what is asked of the patient says nothing about what they are coming for. **It is a design rule, and it protects the patient as much as the hospital.**

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For the hospital to settle

Extending the five-day reminder to the 1,340 day surgery entries — approved on:

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Request a demo with your own documents

This document is a fictitious example. To see the agent work on your own documents, request a demo from its page.

https://bluelemonagent.ai/en/secteur-public/metiers/agent-ia-admissions-hospitalieres

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