



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

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Trial quarter, 2,150 scheduled entries · fictional document

Fictional document — demonstration example

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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

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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.**

For the hospital to settle

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

Scope of this document: the service operated by Blue Lemon Agent. For an agent deployed at your premises, the applicable location is that of the architecture set out in the quotation and verified before commissioning; local execution is announced only for the configuration explicitly described and accepted in the quotation; the applicable isolation depends on the deployment mode set out in the quotation, no dedicated isolation being presumed; the encryption mechanisms in transit and at rest, their components and key management are those documented for the architecture chosen; roles and permissions are configured and accepted for the identities and systems actually connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.