



# Quarterly review — 1,950 hours given back to the service

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The calculation line by line, and five service indicators · 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. **These hours are not posts removed: they are public-servant time given back to the service and to the service user.** A total on its own gets argued with; a calculation does not.

## Time given back, item by item

| Item                             | Weekly volume | Before | After       | Benchmark   | Hours returned / week |
|----------------------------------|---------------|--------|-------------|-------------|-----------------------|
| Laying out clinic letters        | 310           | 22 min | 6 min<br>36 | 60 % → 18 % | 80 h                  |
| Letters to family doctors        | 310           | 10 min | 4 min       | 20 % → 8 %  | 31 h                  |
| Recurring service-user questions | 1,180         | 5 min  | 3 min       | 10 % → 6 %  | 39 h                  |

| Item  | Weekly volume | Before | After | Benchmark | Hours returned / week                      |
|-------|---------------|--------|-------|-----------|--------------------------------------------|
| Total | —             | —      | —     | —         | 150 h / week —<br>1,950 h over the quarter |

**150 hours a week across a team of nine**, a little under half of their repetitive administrative time. **Where those hours went, per the activity records: +41 % of time at the front desk**, the resumption of walking older service users to the right building, and **two half-days a week on complex files left in abeyance**.

## The five indicators the service user sees

| Service indicator                        | Before   | After      |
|------------------------------------------|----------|------------|
| Clinic letter reaching the family doctor | 6.4 days | 0.6 days   |
| Endocrinology waiting time               | 94 days  | 61 days    |
| Unanswered calls at peak times           | 22 %     | 4 %        |
| Files incomplete on the day              | 48 %     | 8.5 %      |
| Critical result seen by a doctor         | 2.3 days | 41 minutes |

**On coding, what improves is accuracy, in both directions: 389 procedures actually carried out and until now uncoded** were approved by the doctors, and **27 proposals that would have over-coded were flagged by the agent and withdrawn**. It is that symmetry that holds up in an audit.

## To be settled

Adding the five service indicators to the annual activity report — decided by: \_\_\_\_\_

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