Appointment letters and reminders — 12 weeks

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214 slots handed back, 176 refilled · 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. **A reminder only gets what it offers.** What changes here is not the reminder: it is that it allows the slot to be handed back in one gesture, and early enough for it to be taken.

What the new reminder offers, and what it changes

Point	Before	Now	Measured effect
Timing	The day before	**7 days and 2 days**	**The day-before reminder arrived too late to refill**
Handing the slot back	Ring the office	**One click or one word**	**214 slots handed back against 31 before**
Waiting list	Called when someone thought of it	**Called within the hour**	**176 slots refilled, 122 of them same day**

Point	Before	Now	Measured effect
Readability of the letter	Administrative French, acronyms not spelled out	**Easy-read, signed off by the manager**	**Non-attendance 21 % → 9 % among those users**
Missed appointments, all causes	**14.8 %**	**6.2 %**	**5 more endocrinology consultations a week**

What the appointment letter now carries

Information	Detail	The problem it solves
Date, time, department and **building**	With a map	**16 % of service users arrived at the wrong building**
Preparation instructions specific to the reason	**Fasting or not, and what may be drunk**	**The incomplete instruction produced most of the calls**
What to bring	Prescription, current treatments, ID, health card	Consultations postponed for want of a document
How long to allow	Time on site, investigations included	Service users leaving before the extra test
How to cancel	**One click or one word, without calling**	Slots lost for want of a simple channel

Result over twelve weeks: the endocrinology waiting list went from **94 to 61 days**, with no extra slot and no extra doctor. **Next specialty proposed: rheumatology**, where the wait is 71 days and non-attendance 12.4 % — about **3 consultations a week** to recover.

> **What the agent does without asking, and it is reversible:** it reopens an offered slot if the service user does not confirm within 48 hours. **And the reverse holds: if they confirm afterwards and the slot is still free, they get it back without**

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having to call.

To be settled

Next specialty and start date: _____

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