



Appointment letters and reminders — 12 weeks

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Document issued on 24/09/2026

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 that offers nothing achieves nothing**. 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 reminder does, and what the old one did not

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**

having to call.

To be settled

Next specialty and start date: _____

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