



# Completeness check — 2,480 files

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48 % → 8.5 % incomplete on the day · 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. **The check happens 10 days out, not on the day — that is all that changes, because 10 days out the service user can still act.** The agent checks the presence, the legibility AND the date of each document, not just the presence.

## What was missing, and how often

| Missing document                          | Share of gaps | Consequence if missing on the day                                         |
|-------------------------------------------|---------------|---------------------------------------------------------------------------|
| <b>Prescription of current treatments</b> | <b>41 %</b>   | <b>Consultation conducted without the service user's actual treatment</b> |
| Recent imaging report                     | 28 %          | Consultation postponed or investigation repeated                          |
| Referral letter from the family doctor    | 16 %          | Vague reason, consultation time lost                                      |
| Administrative documents                  | 9 %           | File to be regularised afterwards                                         |

| Missing document             | Share of gaps | Consequence if missing on the day |
|------------------------------|---------------|-----------------------------------|
| Requested laboratory results | 6 %           | Conclusion deferred               |

## The result, from check to clinic

| Step                                         | Before                         | After                            |
|----------------------------------------------|--------------------------------|----------------------------------|
| Files checked over the quarter               | Checked on the day, on arrival | <b>2,480 checked 10 days out</b> |
| <b>Files incomplete 10 days out</b>          | —                              | <b>1,190 — 48 %</b>              |
| <b>Files still incomplete on the day</b>     | <b>1,190 — 48 %</b>            | <b>210 — 8.5 %</b>               |
| <b>Consultations saved from postponement</b> | —                              | <b>34 over the quarter</b>       |

**The reminder names the document.** Each service user concerned receives, 10 days out, the exact list of what is missing, in easy-read, with how to send it. **A reminder asking for “the missing documents” without naming them produces nothing** — which is what the previous ones did.

**The agent prepares the doctor's decision, costed.** For every file still incomplete, the list goes to the doctor the day before with the missing document, what it brings to that particular consultation and what comparable consultations gave without it; **it is the doctor who decides to see the service user anyway**, which happens in the great majority of cases.

## To be settled

Extension to orthopaedic surgery, where incompleteness at 10 days out reaches 61 %  
— decided by: \_\_\_\_\_

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