Easy-read appointment letters — tested and signed off

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340 letters, tested with 24 service users · 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. **Easy-read is a way of writing designed to be understood by everyone**: one idea per sentence, everyday words, no unexplained acronyms, the most important information first. **An untested easy-read letter is merely a rewritten letter.**

What the rewrite changes, sentence by sentence

Before	After	The problem it solved
“You must be fasting”	**“Do not eat or drink anything after midnight. You may drink water.”**	**It is the second sentence that was missing, and it is the one that produced the calls**
11 acronyms on average, unexplained	**Every acronym spelled out at first use**	The reader gives up at the second acronym

Before	After	The problem it solved
Vital information in the middle of the text	**Date, time, building and what to bring, first**	The rest follows
Building name with no map	**Building name and map**	**16 % of service users arrived at the wrong place**

What is copied across verbatim, not a word changed

Item	Treatment	Why
Dose	**Copied verbatim**	**To rephrase is to risk changing**
Date, time, place	Copied verbatim	They are the anchors of the visit
Safety or fasting instruction	**Copied verbatim; only the surrounding sentence is rewritten**	**The sentence changes, the instruction never**

The test, and its results at twelve weeks

Measure	Value
Volunteer service users in the test	**24, including 9 over 75 and 4 non-French speakers**
Sentences rewritten after the test	**7 of 41 — misunderstood by 2 people or more**
Explanation calls	**−24 %**
Service users arriving at the wrong building	**16 % → 3 %**
Consultations cancelled on the day for preparation not followed	**19 → 4**

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Every easy-read version is signed off by the ward manager before the first send, and the original version stays attached to the record — the sign-off is what makes the letter defensible. **And the online request form meets the public-sector accessibility standard** — screen reader, contrast, keyboard navigation. **An appointment letter a partially sighted service user cannot read is a breach of equal treatment, not a layout detail.**

To be settled

The 6 standard letters triggering 70 % of explanation calls, to be handled first: _____

Request a demo with your own documents

This document is a fictitious example. To see the agent work on your own documents, request a demo from its page.

https://bluelemonagent.ai/en/secteur-public/metiers/agent-ia-secretaire-medical

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