Eighty-four stop formulations

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Fictional document

> **Fictional document — demonstration example**
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> **Fictional document**, produced for demonstration. **The list is deliberately broad.** One stop too many costs a call back; a stop missed costs something else.

The message displayed, as it stands

"*I am not a medical service and I cannot assess your situation. If you have chest pain, call the emergency medical number immediately. It is free and available 24 hours a day.*"

What happens, and what does not

Action	Done?	Why
Display the emergency number	**Yes, immediately**	—
Stop the exchange	**Yes**	**Anything further would make them wait**
Ask since when	**No**	**That is an act of triage**

Action	Done?	Why
Ask whether it radiates	**No**	**Same**
Ask the age	**No**	**Same**
Alert reception	**Yes, immediately**	**With the time and exact wording**

> **An agent that asks two questions gives the impression of assessing, and a patient who believes they are being assessed waits for the answer.** The seconds they wait are the only ones that matter.

The families of formulations

Family	Formulations	Example trigger
Chest pain	**14**	"pain in my chest", "tightness"
Breathing difficulty	12	"I can't breathe"
Sudden neurological sign	**16**	"I can't find my words"
Loss of consciousness	9	"he passed out"
Heavy bleeding	11	"it won't stop"
Suicidal thoughts	**13**	**Referral to emergency and crisis lines**
Others	9	—

Stops over three months

Month	Stops	Call-backs within the hour
May	5	**5**
June	6	**6**

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Month	Stops	Call-backs within the hour
July	6	**6**
Total	**17**	**17**

The list can be extended by the practice. A local turn of phrase, a regional word, a formulation particular to its patients: the clinicians know those, the tool does not.

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> https://bluelemonagent.ai/en/entreprises/cas-usage/agent-ia-secretariat-medical

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