



What is kept, what is out of reach

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **Clinical content is not kept because it is not accessible** — an installation choice, not an unticked box.

Item	Kept?	Why
Appointment requests and what followed	Yes	Administrative follow-up
Missing administrative documents	Yes	Chasing and fixing the form
Letters awaiting attachment	Yes	Not losing them
Emergency stops, time and wording	Yes	The practice must be able to reread
Slots offered	Yes	Avoiding pointless calls
Medical record content	Out of reach	Access not opened to the agent

Item	Kept?	Why
Reason for consultation	Out of reach	Same
Ranking of patients by priority	Impossible	Would be a medical act
Statistics per clinician	No	Unrelated to the organisation

Emergency stops are the only exchanges where the agent interrupts a patient. That is why they are kept word for word: the practice must be able to check what was said and that the call back happened.

What the monthly summary contains

Content	What it indicates
Most frequent administrative reasons	What could be self-service
Documents most often missing	A form to revisit
Emergency stops and what followed	That the circuit worked

To be set by the practice

Retention period for administrative requests: _____ months

Retention period for emergency stops and what followed: _____ months

These periods sit within the health-data hosting arrangements chosen by the practice, and they are not proposed by default.

Scope of this document: the service operated by Blue Lemon Agent. For an agent deployed at your premises, the applicable location is that of the architecture set out in the quotation and verified before commissioning; local execution is announced only for the configuration explicitly described and accepted in the quotation; the applicable isolation depends on the deployment mode set out in the quotation, no dedicated isolation being presumed; the encryption mechanisms in transit and at rest, their components and key management are those documented for the architecture chosen; roles and permissions are configured and accepted for the identities and systems actually used.

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connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.