



What the agent says, what it passes on

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **The boundary is simple: the agent repeats what the practice has written, it produces no health information.**

Subject	Handled by the agent?	Source
Opening hours	Yes	Practice information sheet
Address and access	Yes	Practice information sheet
Documents to bring	Yes, if listed there	Practice information sheet
Usual call-back time	Yes	Practice information sheet
Booking and changing appointments	Yes	Diary
Missing administrative document	Yes	Administrative file

Subject	Handled by the agent?	Source
Payment arrangements	Yes	Practice information sheet
Interaction between medicines	No — passed on	—
Whether to fast beforehand	No — passed on	—
A symptom after a procedure	No — passed on	—
Interpreting a result	No — passed on	—
Referral to a specialist	No — passed on	—

"Do I need to fast?" looks administrative and is not. It depends on the examination, on the patient and sometimes on their treatment — a generic answer right nine times out of ten is wrong the tenth, for the patient who should have been told otherwise.

What the patient receives when the question is passed on

Element	Content
Confirmation	The question has been passed on
Time frame stated	Yes — the patient knows when they will have an answer
Partial answer	None

The patient is not left without an answer: they are left without a medical answer, and with a time frame. That difference is what prevents indefinite waiting without crossing the boundary.

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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