



Morning watch — 4 flags

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Fictional document — demonstration example

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Fictional document, produced for demonstration. **No clinical data appears in this document**, and none is accessible to the agent: only the diary, the waiting list and administrative documents are open to it.

#	Flag	What triggered it	Useful window	Recipient	Chase
1	45-min slot freed on Thursday	Cancellation + 4 patients waiting	Half a day	Reception	4 h
2	11 incomplete files	9 times the same document	Before next week	Reception, grouped	7 d
3	3 unattached letters	Name with no date of birth	—	Reception	7 d
4	8 a.m. no-shows: 4 → 9%	Stable on other slots	—	Clinician	7 d

The first is the only one at four hours. A freed slot no longer fills after half a day: it is not a medical emergency, it is a diary window closing.

Five acts kept by the practice — the 45-minute slot, meanwhile, is re-offered within four hours

The act, kept by the practice	Why it is theirs
Rank patients by priority	A priority between patients is a medical act
Give advice, however obvious	A generic answer is wrong one time in ten
Triage an emergency	Any life-threatening wording stops the exchange
Attach a letter on resemblance	Would put health data in another person's record
Access clinical content	Access is not opened — an installation choice

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