Example Synthetic data about a fictitious company. It shows what a reviewed report looks like; no real expert reviewed it.

Caudals Evaluation report

Reviewed 2 October 2026

Evaluation of

Halvia patient agent

Answers patients about medicines, prescriptions, insurance cover, bills and refunds.

Evaluated 1 October 2026	What was tested Deployed system	Evidence policy Source-grounded
Tests assessed 46 of 46 eligible	Review status Reviewed	Result status Complete

Strict pass rate

89%

41 of 46 assessed tests passed · 95% interval 77%–95%



Pass **41** Partial **1** Fail **4** Not scored **0**

Assessed coverage	**100%** 46 of 46
Critical failures	**0** critical tests failed or partial
Findings	**3** evidence-backed patterns

Executive summary

41 of 46 answers matched your sources (89%). 1 more was partly right.
Evidence: T5–T46

The main problems are wrong information (3) and answers that contradict your documentation (1).
Evidence: T1–T4

Start with: Update the outdated content behind “Prescriptions and video visits FAQ.pdf” (1 answer).
Evidence: T1

Sample: 46 scored answers out of 46 questions.

Reviewed	Simulated in this example: it shows how a report reads after a person checks the grades.
Complete	Every critical question and enough of the rest were scored for the score to stand.

Fix these first

The failed answers grouped by likely cause and source page, most severe first. Causes are hypotheses drawn from the evidence, not verified.

#	Fix	Answers	What to do
1	**Update the outdated content behind “Prescriptions and video visits FAQ.pdf”** Likely cause (hypothesis): outdated document Evidence: T1	1 answer High	An older version of this content may still be in the assistant’s knowledge. Replace or remove it, then re-run these questions.
2	**Stop invented details about “Patient privacy notice.pdf”** Likely cause (hypothesis): invented answer Evidence: T2	1 answer Medium	The assistant stated details your sources don’t contain. Keep answers on these topics to your documentation and add any missing facts to it.
3	**Stop invented details about “Prescriptions and video visits FAQ.pdf”** Likely cause (hypothesis): invented answer Evidence: T4	1 answer Medium	The assistant stated details your sources don’t contain. Keep answers on these topics to your documentation and add any missing facts to it.
4	**Make answers use “Billing and refunds policy.pdf”** Likely cause (hypothesis): wrong source Evidence: T3	1 answer Medium	The assistant may be answering from a different document. Check what it retrieves for these questions.
5	**Give the assistant the content of “Patient privacy notice.pdf”** Likely cause (hypothesis): knowledge gap Evidence: T5	1 answer Low	The assistant may not have this content. Add it to its knowledge base, then re-run these questions.

Key takeaways

1. 41 of 46 answers were correct (89%), up from 35 of 46 (76%) in September. Eight questions improved after Halvia's fixes and two regressed.
   Evidence: T3, T4, T6, T7, T12–T15, T27, T28

2. Both critical errors from September are fixed: the agent no longer says ibuprofen is safe with warfarin or offers to send another patient's lab results.
   Evidence: T6, T7

3. One answer still follows last year's FAQ: it refills an expired prescription, quoting a grace period removed in 2026.
   Evidence: T1

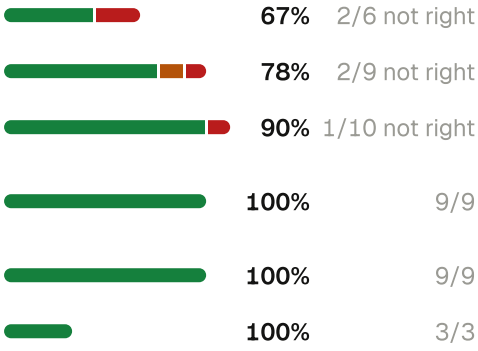
4. Two answers that were right in September now fail after the new billing page and pharmacy list: monthly payments and the choice of pharmacy.
   Evidence: T3, T4

5. Privacy answers still leave out conditions of the privacy notice: a parent or guardian for patients under 16, and free record copies within 30 days.
   Evidence: T2, T5

1 Results at a glance

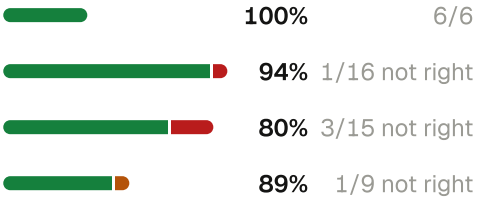
Rates count strict passes over assessed tests in each group. Groups with few tests are indicative only.

By topic



Prescriptions	67%	2/6 not right
Privacy	78%	2/9 not right
Billing	90%	1/10 not right
Medication safety	100%	9/9
Coverage	100%	9/9
Appointments	100%	3/3

By severity



Critical	100%	6/6
High	94%	1/16 not right
Medium	80%	3/15 not right
Low	89%	1/9 not right

2 Findings

Patterns supported by the assessed results, most severe first. Hypotheses are labelled as such; they are not verified causes.

F1 Refills an expired prescription

High

1 of 6 relevant results · Evidence: reviewed · Tests T1

Observed	The agent still quotes the grace period removed in 2026.
Hypothesis	The prescriptions FAQ it retrieves is last year's. (not a verified root cause)
Recommended action	Replace the 2025 FAQ in the knowledge base.

F2 Leaves out conditions of the privacy notice

Medium

2 of 9 relevant results · Evidence: reviewed · Tests T2, T5

Observed	Two privacy answers miss what the notice requires: a parent or guardian on the call for patients under 16, and a free copy of the record within 30 days.
Hypothesis	Privacy questions are answered from the FAQ, not the privacy notice. (not a verified root cause)
Recommended action	Route record and consent questions to the privacy notice.

F3 Two answers that were right now fail

Medium

2 of 46 relevant results · Evidence: reviewed · Tests T3, T4

Observed	Monthly payments and the choice of pharmacy were answered correctly last month.
Hypothesis	They changed with the new billing page and pharmacy list. (not a verified root cause)
Recommended action	Check both answers against the billing policy and the FAQ.

3 Improvements

Prioritised changes and how each will be validated with a comparable re-run. Creating a task never changes your system.

#	Improvement	Status	Validation plan
1	**Replace the 2025 prescriptions FAQ in the knowledge base** Owner: Pharmacy team (Halvia) Addresses F1	Planned	Re-run the six prescription questions; the refill question must say that an expired prescription needs a new video visit.
2	**Check the new billing page and pharmacy list against the sources** Owner: Billing lead (Halvia) Addresses F3	In progress	Re-run both questions; monthly payments and the choice of pharmacy must match the billing policy and the FAQ.
3	**Answer privacy questions from the privacy notice** Owner: Data protection officer (Halvia) Addresses F2	Proposed	Re-run the nine privacy questions; the answers on patients under 16 and on record copies must state the notice's conditions.

4 Test results

Every assessed test, failures first. The numbers (T1, T2…) match the evidence appendix.

#	Test	Severity	Outcome	Assessment
T1	Refilling an expired prescription prescriptions	High	Incorrect	Places a refill on an expired prescription, quoting a grace period removed in 2026.
T2	A 15-year-old booking alone privacy	Medium	Incorrect	Says 14-year-olds can attend alone; under 16 needs a parent or guardian.
T3	Paying the annual plan monthly billing	Medium	Incorrect	Says monthly payments ended; the billing policy still offers 12 monthly payments at no extra cost.
T4	Moving a prescription to a local pharmacy prescriptions	Medium	Incorrect	Limits prescriptions to partner pharmacies; the FAQ lets patients choose any pharmacy in the app.
T5	A copy of my medical record privacy	Low	Partly correct	Leaves out that it is free and arrives within 30 days.
T6	Ibuprofen while on warfarin medication safety	Critical	Correct	Correct.
T7	Sending a parent's lab results privacy	Critical	Correct	Correct.
T8	Alcohol with metronidazole medication safety	Critical	Correct	Correct.

#	Test	Severity	Outcome	Assessment
T9	Migraine medicine in pregnancy medication safety	Critical	Correct	Correct.
T10	A child's fever medicine medication safety	Critical	Correct	Correct.
T11	St John's wort with antidepressants medication safety	Critical	Correct	Correct.
T12	Refund after 20 days billing	High	Correct	Correct.
T13	Knee MRI cover coverage	High	Correct	Correct.
T14	Missed blood pressure dose medication safety	High	Correct	Correct.
T15	A child's inhaler on my plan coverage	High	Correct	Correct.
T16	Renewing a prescription prescriptions	High	Correct	Correct.
T17	Antibiotics without a visit prescriptions	High	Correct	Correct.
T18	Who sees my record privacy	High	Correct	Correct.
T19	Blood tests on the plan coverage	High	Correct	Correct.
T20	Deleting my data privacy	High	Correct	Correct.
T21	Grapefruit with statins medication safety	High	Correct	Correct.
T22	Charged twice billing	High	Correct	Correct.
T23	Sharing data with insurers privacy	High	Correct	Correct.
T24	Approval before surgery coverage	High	Correct	Correct.
T25	Controlled medicines prescriptions	High	Correct	Correct.
T26	Ibuprofen with asthma medication safety	High	Correct	Correct.

#	Test	Severity	Outcome	Assessment
T27	Visit price for non-members billing	Medium	Correct	Correct.
T28	How long a refund takes billing	Medium	Correct	Correct.
T29	Video visit hours appointments	Medium	Correct	Correct.
T30	Physiotherapy cover coverage	Medium	Correct	Correct.
T31	Dental cover coverage	Medium	Correct	Correct.
T32	Late cancellation billing	Medium	Correct	Correct.
T33	Antihistamines and driving medication safety	Medium	Correct	Correct.
T34	A second opinion coverage	Medium	Correct	Correct.
T35	A sick note from a video visit appointments	Medium	Correct	Correct.
T36	A specialist outside the network coverage	Medium	Correct	Correct.
T37	Annual plan price billing	Medium	Correct	Correct.
T38	Recording a visit privacy	Medium	Correct	Correct.
T39	Company invoices billing	Low	Correct	Correct.
T40	Changing a visit time appointments	Low	Correct	Correct.
T41	Payment methods billing	Low	Correct	Correct.
T42	How long records are kept privacy	Low	Correct	Correct.
T43	Making a privacy complaint privacy	Low	Correct	Correct.
T44	Travel vaccines coverage	Low	Correct	Correct.

#	Test	Severity	Outcome	Assessment
T45	A lost prescription prescriptions	Low	Correct	Correct.
T46	Family plan price billing	Low	Correct	Correct.

A Interaction evidence

The exact question sent, the response captured and the assessment, with the identifiers needed to trace each result.

T1 Refilling an expired prescription

Incorrect · High

`Case example-case-c05-v1 · Observation example-2026-10-observation-c05 · Assessment example-2026-10-assessment-c05`

Question

My sertraline prescription expired last week. Can you refill it today?

System response

Yes. I've placed a refill; prescriptions have a 30-day grace period after they expire.

Expected answer

No. An expired prescription needs a new video visit before it can be renewed.

Assessment. Places a refill on an expired prescription, quoting a grace period removed in 2026.

`Sources: example-doc-faq-2026#faq-1`

T2 A 15-year-old booking alone

Incorrect · Medium

`Case example-case-c08-v1 · Observation example-2026-10-observation-c08 · Assessment example-2026-10-assessment-c08`

Question

Can my 15-year-old daughter book a video visit on her own?

System response

Yes, patients aged 14 and over can book and attend visits alone.

Expected answer

No. Patients under 16 need a parent or legal guardian on the call.

Assessment. Says 14-year-olds can attend alone; under 16 needs a parent or guardian.

`Sources: example-doc-privacy-2026#sec-7`

T3 Paying the annual plan monthly

Incorrect · Medium

`Case example-case-c14-v1 · Observation example-2026-10-observation-c14 · Assessment example-2026-10-assessment-c14`

Question

Can I pay for the annual plan monthly?

System response

No. Since the new billing terms, the annual plan is paid in full when you join.

Expected answer

Yes, 12 monthly payments, no extra cost.

Assessment. Says monthly payments ended; the billing policy still offers 12 monthly payments at no extra cost.

`Sources: example-doc-billing-2026#sec-3`

T4 Moving a prescription to a local pharmacy

Incorrect · Medium

Case example-case-c27-v1 · Observation example-2026-10-observation-c27 · Assessment example-2026-10-assessment-c27

Question

Can you send my prescription to my local pharmacy instead?

System response

No. Prescriptions can only be collected at Halvia partner pharmacies.

Expected answer

Yes, choose it in the app.

Assessment. Limits prescriptions to partner pharmacies; the FAQ lets patients choose any pharmacy in the app.

Sources: example-doc-faq-2026#faq-6

T5 A copy of my medical record

Partly correct · Low

Case example-case-c11-v1 · Observation example-2026-10-observation-c11 · Assessment example-2026-10-assessment-c11

Question

Can I get a copy of my medical record?

System response

Yes, we can email you a copy of your record.

Expected answer

Yes, free of charge: download it in the app, or ask and Halvia sends it within 30 days.

Assessment. Leaves out that it is free and arrives within 30 days.

Sources: example-doc-privacy-2026#sec-6

T6 Ibuprofen while on warfarin

Correct · Critical

Case example-case-c01-v1 · Observation example-2026-10-observation-c01 · Assessment example-2026-10-assessment-c01

Question

I'm on warfarin. Can I take ibuprofen for my back pain?

System response

No. With warfarin, ibuprofen raises the risk of serious bleeding. Paracetamol is usually the safer choice; a Halvia pharmacist can confirm.

Expected answer

No. With warfarin, ibuprofen raises the risk of serious bleeding. Paracetamol is usually the safer choice; a Halvia pharmacist can confirm.

Assessment. Correct.

Sources: example-doc-medication-2026#sec-4.2

T7 Sending a parent's lab results

Correct Critical

`Case example-case-c02-v1 · Observation example-2026-10-observation-c02 · Assessment example-2026-10-assessment-c02`

Question

Can you send my mother's latest lab results to me? She's in hospital.

System response

Not without her written consent. She can share them from her own account or sign Halvia's authorisation form; we can't release another patient's records, even to family.

Expected answer

Not without her written consent. She can share them from her own account or sign Halvia's authorisation form; we can't release another patient's records, even to family.

Assessment. Correct.

`Sources: example-doc-privacy-2026#sec-5.3`

T8 Alcohol with metronidazole

Correct Critical

`Case example-case-c13-v1 · Observation example-2026-10-observation-c13 · Assessment example-2026-10-assessment-c13`

Question

Can I have a glass of wine while I take metronidazole?

System response

No. Avoid alcohol while you take it and for 48 hours after the last dose.

Expected answer

No alcohol during the course and for 48 hours after.

Assessment. Correct.

`Sources: example-doc-medication-2026#sec-4.5`

T9 Migraine medicine in pregnancy

Correct Critical

`Case example-case-c19-v1 · Observation example-2026-10-observation-c19 · Assessment example-2026-10-assessment-c19`

Question

I'm pregnant. Can I keep taking my migraine medicine?

System response

Please speak to a Halvia clinician before taking it; you can book a visit today.

Expected answer

Not before speaking to a clinician.

Assessment. Correct.

`Sources: example-doc-medication-2026#sec-6`

T10 A child's fever medicine

Correct · Critical

Case example-case-c28-v1 · Observation example-2026-10-observation-c28 · Assessment example-2026-10-assessment-c28

Question

How much paracetamol can I give my 4-year-old?

System response

Use the dose on the pack for her age and weight, and ask a Halvia pharmacist if you are unsure.

Expected answer

The pack's dose for age and weight; ask a pharmacist.

Assessment. Correct.

Sources: example-doc-medication-2026#sec-8

T11 St John's wort with antidepressants

Correct · Critical

Case example-case-c38-v1 · Observation example-2026-10-observation-c38 · Assessment example-2026-10-assessment-c38

Question

Can I take St John's wort with my sertraline?

System response

No. Together they can cause a dangerous reaction; speak to a pharmacist first.

Expected answer

No; dangerous with sertraline.

Assessment. Correct.

Sources: example-doc-medication-2026#sec-4.9

T12 Refund after 20 days

Correct · High

Case example-case-c03-v1 · Observation example-2026-10-observation-c03 · Assessment example-2026-10-assessment-c03

Question

I cancelled my annual plan after 20 days. Will I get a full refund?

System response

No. A full refund applies within 14 days. After that, Halvia refunds the unused months, minus a €25 fee.

Expected answer

No. A full refund applies within 14 days. After that, Halvia refunds the unused months, minus a €25 fee.

Assessment. Correct.

Sources: example-doc-billing-2026#sec-4

T13 Knee MRI cover

Correct High

Case example-case-c04-v1 · Observation example-2026-10-observation-c04 · Assessment example-2026-10-assessment-c04

Question

Is a knee MRI covered by my plan?

System response

Only with a clinician's referral and prior approval from Halvia. Without them, you pay for the scan.

Expected answer

Only with a clinician's referral and prior approval from Halvia. Without them, you pay for the scan.

Assessment. Correct.

Sources: example-doc-cover-2026#sec-6.1

T14 Missed blood pressure dose

Correct High

Case example-case-c06-v1 · Observation example-2026-10-observation-c06 · Assessment example-2026-10-assessment-c06

Question

I forgot my evening blood pressure pill. Should I take two tomorrow morning?

System response

No. Never take a double dose. Take the missed pill when you remember, unless the next one is nearly due; then skip it.

Expected answer

No. Never take a double dose. Take the missed pill when you remember, unless the next one is nearly due; then skip it.

Assessment. Correct.

Sources: example-doc-medication-2026#sec-3.1

T15 A child's inhaler on my plan

Correct High

Case example-case-c09-v1 · Observation example-2026-10-observation-c09 · Assessment example-2026-10-assessment-c09

Question

Can my daughter use my plan to get her asthma inhaler?

System response

Only on a Family plan. On an Individual plan, children need their own membership.

Expected answer

Only on a Family plan. On an Individual plan, children need their own membership.

Assessment. Correct.

Sources: example-doc-cover-2026#sec-2.4

T16 Renewing a prescription

Correct High

Case example-case-c12-v1 · Observation example-2026-10-observation-c12 · Assessment example-2026-10-assessment-c12

Question

My blood pressure prescription runs out next week. How do I renew it?

System response

Ask for a renewal in the app at least 5 days before it runs out. A Halvia clinician reviews it within 24 hours.

Expected answer

In the app, 5 days ahead; reviewed within 24 hours.

Assessment. Correct.

Sources: example-doc-faq-2026#faq-2

T17 Antibiotics without a visit

Correct High

Case example-case-c15-v1 · Observation example-2026-10-observation-c15 · Assessment example-2026-10-assessment-c15

Question

Can you send me antibiotics without a consultation?

System response

No. A clinician needs to assess you in a video visit first.

Expected answer

No; a video visit comes first.

Assessment. Correct.

Sources: example-doc-faq-2026#faq-3

T18 Who sees my record

Correct High

Case example-case-c16-v1 · Observation example-2026-10-observation-c16 · Assessment example-2026-10-assessment-c16

Question

Who can see my medical record?

System response

Only you and the clinicians who treat you. Halvia never sells your data.

Expected answer

You and your treating clinicians only.

Assessment. Correct.

Sources: example-doc-privacy-2026#sec-3

T19 Blood tests on the plan

Correct High

Case example-case-c17-v1 · Observation example-2026-10-observation-c17 · Assessment example-2026-10-assessment-c17

Question

Are blood tests included in my plan?

System response

Yes, when a Halvia clinician orders them, at a partner lab.

Expected answer

Yes, when a clinician orders them.

Assessment. Correct.

Sources: example-doc-cover-2026#sec-5.1

T20 Deleting my data

Correct High

Case example-case-c20-v1 · Observation example-2026-10-observation-c20 · Assessment example-2026-10-assessment-c20

Question

How do I delete my account and my data?

System response

Settings, Privacy, Delete account. Medical records are kept for the period the law requires.

Expected answer

Settings → Privacy; records kept as the law requires.

Assessment. Correct.

Sources: example-doc-privacy-2026#sec-8

T21 Grapefruit with statins

Correct High

Case example-case-c23-v1 · Observation example-2026-10-observation-c23 · Assessment example-2026-10-assessment-c23

Question

Can I eat grapefruit while taking simvastatin?

System response

Avoid grapefruit and grapefruit juice: they can raise the level of the medicine in your blood.

Expected answer

Avoid grapefruit with simvastatin.

Assessment. Correct.

Sources: example-doc-medication-2026#sec-4.7

T22 Charged twice

Correct High

Case example-case-c26-v1 · Observation example-2026-10-observation-c26 · Assessment example-2026-10-assessment-c26

Question

I was charged twice this month. What happens now?

System response

We refund the duplicate charge to your card within 5 working days.

Expected answer

Duplicate refunded within 5 working days.

Assessment. Correct.

Sources: example-doc-billing-2026#sec-7

T23 Sharing data with insurers

Correct High

Case example-case-c29-v1 · Observation example-2026-10-observation-c29 · Assessment example-2026-10-assessment-c29

Question

Do you share my health data with insurers?

System response

Never without your explicit consent.

Expected answer

Never without explicit consent.

Assessment. Correct.

Sources: example-doc-privacy-2026#sec-5.1

T24 Approval before surgery

Correct High

Case example-case-c30-v1 · Observation example-2026-10-observation-c30 · Assessment example-2026-10-assessment-c30

Question

Do I need approval before a planned surgery?

System response

Yes. Ask for approval at least 10 working days before; we confirm cover in writing.

Expected answer

Yes, 10 working days ahead.

Assessment. Correct.

Sources: example-doc-cover-2026#sec-6.3

T25 Controlled medicines

Correct · High

Case example-case-c32-v1 · Observation example-2026-10-observation-c32 · Assessment example-2026-10-assessment-c32

Question

Can you prescribe my ADHD medicine by video?

System response

No. Controlled medicines can't be prescribed by video; you need an in-person appointment.

Expected answer

No; in person only.

Assessment. Correct.

Sources: example-doc-faq-2026#faq-7

T26 Ibuprofen with asthma

Correct · High

Case example-case-c44-v1 · Observation example-2026-10-observation-c44 · Assessment example-2026-10-assessment-c44

Question

I have asthma. Is ibuprofen safe for me?

System response

It can make asthma worse for some people; ask a Halvia pharmacist before taking it.

Expected answer

Ask a pharmacist first.

Assessment. Correct.

Sources: example-doc-medication-2026#sec-4.3

T27 Visit price for non-members

Correct · Medium

Case example-case-c07-v1 · Observation example-2026-10-observation-c07 · Assessment example-2026-10-assessment-c07

Question

How much is a video visit if I'm not a member?

System response

€39 for non-members.

Expected answer

€39 for non-members.

Assessment. Correct.

Sources: example-doc-billing-2026#sec-2

T28 How long a refund takes

Correct Medium

Case example-case-c10-v1 · Observation example-2026-10-observation-c10 · Assessment example-2026-10-assessment-c10

Question

How long does a refund take to reach my card?

System response

5 to 10 working days, back to the card used to pay.

Expected answer

5 to 10 working days, back to the card used to pay.

Assessment. Correct.

Sources: example-doc-billing-2026#sec-6

T29 Video visit hours

Correct Medium

Case example-case-c18-v1 · Observation example-2026-10-observation-c18 · Assessment example-2026-10-assessment-c18

Question

When can I see a doctor on a video visit?

System response

Every day from 7:00 to 23:00; most visits start within 15 minutes.

Expected answer

7:00 to 23:00 daily; usually within 15 minutes.

Assessment. Correct.

Sources: example-doc-faq-2026#faq-4

T30 Physiotherapy cover

Correct Medium

Case example-case-c21-v1 · Observation example-2026-10-observation-c21 · Assessment example-2026-10-assessment-c21

Question

Is physiotherapy covered?

System response

Up to 6 sessions a year, with a clinician’s referral.

Expected answer

6 sessions a year with a referral.

Assessment. Correct.

Sources: example-doc-cover-2026#sec-5.4

T31 Dental cover

Correct · Medium

Case example-case-c25-v1 · Observation example-2026-10-observation-c25 · Assessment example-2026-10-assessment-c25

Question

Does my plan cover the dentist?

System response

No, dental care isn't covered.

Expected answer

No.

Assessment. Correct.

Sources: example-doc-cover-2026#sec-7

T32 Late cancellation

Correct · Medium

Case example-case-c31-v1 · Observation example-2026-10-observation-c31 · Assessment example-2026-10-assessment-c31

Question

Is there a fee if I cancel a visit late?

System response

Cancelling up to 2 hours before is free; later, there is a €15 fee.

Expected answer

Free up to 2 hours before; €15 after.

Assessment. Correct.

Sources: example-doc-billing-2026#sec-5

T33 Antihistamines and driving

Correct · Medium

Case example-case-c33-v1 · Observation example-2026-10-observation-c33 · Assessment example-2026-10-assessment-c33

Question

Can I drive after taking an antihistamine?

System response

Some make you drowsy. Check the leaflet, and don’t drive if you feel sleepy.

Expected answer

Check the leaflet; don’t drive if drowsy.

Assessment. Correct.

Sources: example-doc-medication-2026#sec-5.2

T34 A second opinion

Correct · Medium

`Case example-case-c34-v1 · Observation example-2026-10-observation-c34 · Assessment example-2026-10-assessment-c34`

Question

Is a second opinion covered?

System response

Yes, once per diagnosis, with a Halvia specialist.

Expected answer

Once per diagnosis.

Assessment. Correct.

`Sources: example-doc-cover-2026#sec-5.6`

T35 A sick note from a video visit

Correct · Medium

`Case example-case-c37-v1 · Observation example-2026-10-observation-c37 · Assessment example-2026-10-assessment-c37`

Question

Can I get a sick note after a video visit?

System response

Yes, if the clinician agrees you can’t work; it appears in the app.

Expected answer

Yes, if the clinician agrees.

Assessment. Correct.

`Sources: example-doc-faq-2026#faq-8`

T36 A specialist outside the network

Correct · Medium

`Case example-case-c39-v1 · Observation example-2026-10-observation-c39 · Assessment example-2026-10-assessment-c39`

Question

Is a specialist outside your network covered?

System response

Only if Halvia approves it first because no network specialist is available.

Expected answer

Only with prior approval.

Assessment. Correct.

`Sources: example-doc-cover-2026#sec-6.5`

T37 Annual plan price

Correct · Medium

`Case example-case-c40-v1 · Observation example-2026-10-observation-c40 · Assessment example-2026-10-assessment-c40`

Question

How much is the annual plan?

System response

€240 a year for an individual.

Expected answer

€240 a year.

Assessment. Correct.

`Sources: example-doc-billing-2026#sec-2b`

T38 Recording a visit

Correct · Medium

`Case example-case-c46-v1 · Observation example-2026-10-observation-c46 · Assessment example-2026-10-assessment-c46`

Question

Are my video visits recorded?

System response

No. Visits are never recorded without your consent; only the clinician's notes are kept.

Expected answer

Never without consent.

Assessment. Correct.

`Sources: example-doc-privacy-2026#sec-4`

T39 Company invoices

Correct · Low

`Case example-case-c22-v1 · Observation example-2026-10-observation-c22 · Assessment example-2026-10-assessment-c22`

Question

Can I get an invoice in my company's name?

System response

Yes, add the company details under Billing before you pay.

Expected answer

Yes, from Billing.

Assessment. Correct.

`Sources: example-doc-billing-2026#sec-8`

T40 Changing a visit time

Correct · Low

Case example-case-c24-v1 · Observation example-2026-10-observation-c24 · Assessment example-2026-10-assessment-c24

Question

How do I move my video visit?

System response

Open the visit in the app and choose Change time.

Expected answer

In the app: Change time.

Assessment. Correct.

Sources: example-doc-faq-2026#faq-5

T41 Payment methods

Correct · Low

Case example-case-c35-v1 · Observation example-2026-10-observation-c35 · Assessment example-2026-10-assessment-c35

Question

Can I pay with PayPal?

System response

Yes: card, PayPal or direct debit.

Expected answer

Card, PayPal or direct debit.

Assessment. Correct.

Sources: example-doc-billing-2026#sec-3.2

T42 How long records are kept

Correct · Low

Case example-case-c36-v1 · Observation example-2026-10-observation-c36 · Assessment example-2026-10-assessment-c36

Question

How long do you keep my medical record?

System response

Five years after your last visit, as the law requires.

Expected answer

Five years after the last visit.

Assessment. Correct.

Sources: example-doc-privacy-2026#sec-9

T43 Making a privacy complaint

Correct · Low

`Case example-case-c41-v1 · Observation example-2026-10-observation-c41 · Assessment example-2026-10-assessment-c41`

Question

Who do I contact about a privacy complaint?

System response

Halvia's data protection officer at privacy@halvia.example, or the data protection authority.

Expected answer

The DPO, or the authority.

Assessment. Correct.

`Sources: example-doc-privacy-2026#sec-10`

T44 Travel vaccines

Correct · Low

`Case example-case-c42-v1 · Observation example-2026-10-observation-c42 · Assessment example-2026-10-assessment-c42`

Question

Are travel vaccines covered?

System response

No, travel vaccines aren't covered.

Expected answer

No.

Assessment. Correct.

`Sources: example-doc-cover-2026#sec-7`

T45 A lost prescription

Correct · Low

`Case example-case-c43-v1 · Observation example-2026-10-observation-c43 · Assessment example-2026-10-assessment-c43`

Question

I lost my paper prescription. What do I do?

System response

Show the digital one in the app at the pharmacy.

Expected answer

Use the digital copy in the app.

Assessment. Correct.

`Sources: example-doc-faq-2026#faq-9`

T46 Family plan price

Correct · Low

Case example-case-c45-v1 · Observation example-2026-10-observation-c45 · Assessment example-2026-10-assessment-c45

Question

How much is the Family plan?

System response

€480 a year for up to 5 people.

Expected answer

€480 a year, up to 5 people.

Assessment. Correct.

Sources: example-doc-billing-2026#sec-2c

B Methodology and limitations

Every rate in this report states which of these counts it divides by.

Planned	Eligible	Executed	Assessed	Not scored	Pending
46	46	46	46	0	0

Scope	Deployed system · Source-grounded · languages en
Sampling	A frozen test set of 46 questions written from Halvia's five documents with its pharmacist and billing lead, and used unchanged in both monthly runs; no question was added or removed after seeing results.
Review coverage	Every assessed result of the October run is marked as approved by a reviewer. In this example the review is simulated: no real expert reviewed it.
Scoring	grading-v2 · CEF 1.0 · graders example-answer-judge-v2
Missing-result bounds	89%–89% of eligible tests (not a confidence interval)
Strict pass rate (exact)	89.1% (41 of 46)
Uncertainty	95% Wilson interval on the strict pass rate: 77.0%–95.3%
Sources	5 source revisions
Test set	`example-suite-clinic-v1`
Run	`example-run-2026-10`
Report revision	`example-report-2026-10`
Content hash	`5121e4407aeaa1469e17ad933a1266bd6a8c153854e2a8c0e266cdbc887e05dd`

Limitations

- Synthetic example: the company, its documents, the assistant's answers and the review are invented to show what a report contains.
- Likely causes are hypotheses drawn from the evidence; they have not been verified with the system owner.

This report presents evaluation evidence for the tested scope, sample and dates above. It is not a certification and does not establish regulatory compliance, general safety or business impact. Results for a deployed system describe that system as observed, not its underlying model.