

PROBLEM

Clinical conversations are a fundamental part of a patient's healthcare pathway. However with shrinking capacity and challenges recruiting & retaining staff, providers are increasingly unable to meet the demand for care.

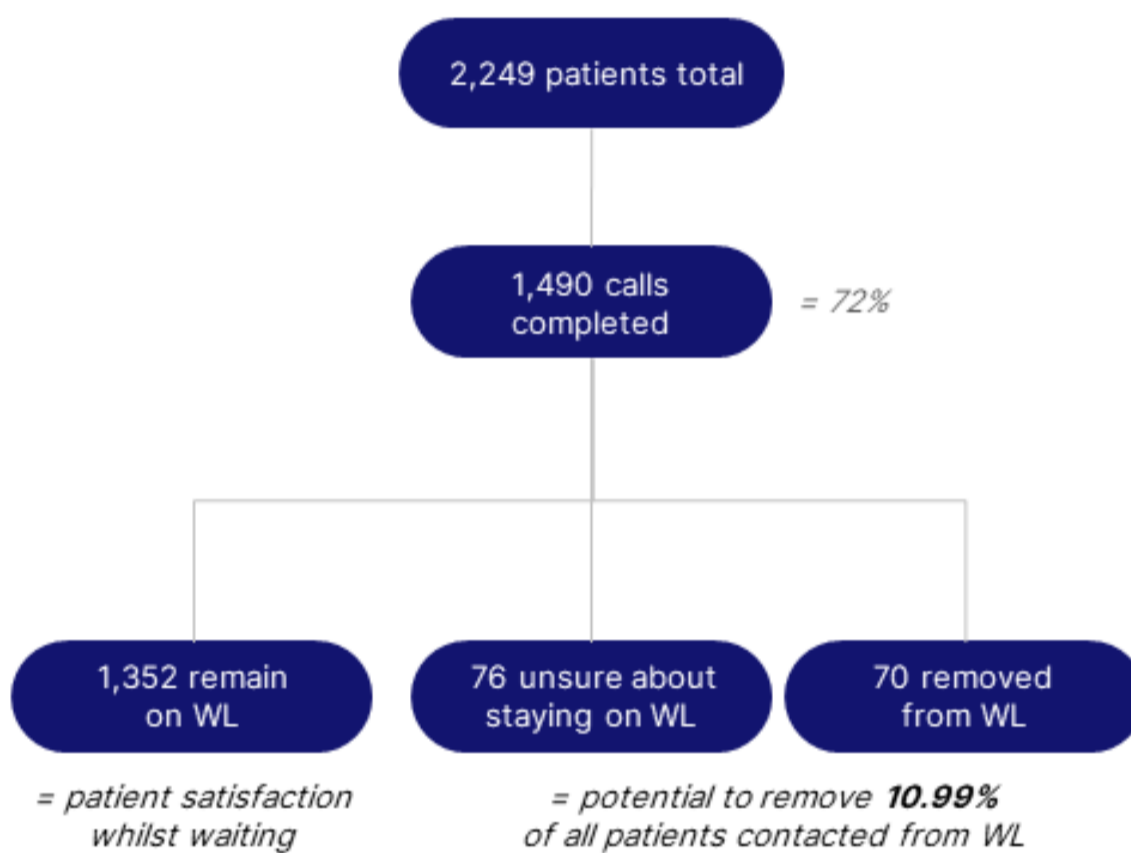


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SUCCESSES AND IMPACT

All calls to patients on the ortho/spinal waiting list (WL)



“ Working with DigitalHealth.London has been invaluable in helping us connect with a network of London healthcare providers, whilst supporting our team to gain new insights into evaluation, communication and scaling of Dora across the NHS. ”

Find out more:



SOLUTION

Dora is a natural language conversational system developed by Ufonia Limited to call patients. Dora is a UKCA-marked clinical conversational assistant, and is capable of delivering automated phone conversations to patients over any phone number.

Dora is a like-for-like replacement for current process...



- Ufonia have successfully completed their first 1,000 Dora calls to post-operative cataract patients. Importantly this real world data aligns with the clinical trial data at the same site showing high levels of patient acceptability (NPS) and clinician time saved.
- Dora is integrated with Cerner and is compliant with FHIR standards for interoperability. This enables a timely and accessible record of the Dora call in the patient's electronic patient record, reducing the amount of manual work and administrative overheads to NHS Trust sites.
- Ufonia successfully completed a seed round investment. This will be formally announced alongside publication of a new Ufonia website and active recruitment to the team.

11% of patients removed from NHS Trust waitlists

60% of elective of cataract surgery follow up pathways automated

8.6/10 Net promoter score

“ Dora has transformed the way we communicate with our patients, freeing up clinicians' time to focus on more urgent patient care. Feedback from staff and patients has been really positive. ”

- Simon Pizzy, Head of Strategy and Planning, University Hospitals Leicester

WHAT'S NEXT?

Ufonia are continuing to gather data to support further publications about the benefits of Dora. Within London they hope to shortly agree deployment of our cataract solution across the NWL ICS and their ENT solution in the SWL ICS. Ufonia are continuing to work on the strategy to launch in the US.