

What is Dora?

Dora is a specially-trained product designed by Ufonia to have conversations with you about your health.

It uses artificial intelligence (AI) and natural language processing (NLP) to interact with you through speech. Dora will ask you questions and can answer your questions. Dora can understand what you say and speak to you.

Ufonia gathers this information, can summarise it back to you, and passes this to your healthcare providers.

Why is Dora being used?

Dora can have routine clinical conversations with you, aiming to provide a standardised, high quality, and efficient patient experience. This allows healthcare professionals to focus on more complex tasks, improves efficiency, and ensures you receive timely, accurate care.

When will I receive a phone call(s) from Dora?

Dora can have conversations with you when you are referred to a healthcare provider, for example for cataract surgery. Dora can also call you before your appointment to check your health and confirm your attendance. Dora can also call you for a post-operative or post-procedure check and to assess the impact of the operation/procedure on your health and lifestyle.

How does Dora improve my experience?

Dora provides timely and consistent communication, reducing wait times for routine check-ups, and allowing healthcare providers to focus on more complex care needs. This helps ensure you receive efficient and effective care.

How is my data protected?

As a patient, Ufonia acts as a data processor on behalf of your healthcare provider. Data is protected using advanced security measures. Ufonia employs encryption to safeguard your information during transmission and storage.

Additionally, Ufonia complies with relevant data protection regulations to ensure that your personal and medical information is kept confidential and only accessible to authorised personnel.

You can contact your healthcare provider for more information or to raise any concerns about data privacy.

How do I have a conversation with Dora?

Speaking to Dora is easy; you can speak to Dora like a person, talking as you normally would.

You can ask Dora to speed up, slow down, talk louder, or quieter. Dora will remember this and conduct any subsequent calls according to your preferences!

Can I ask Dora questions during the call?

Yes, you can ask Dora questions. Dora is programmed to provide helpful responses and can address many commonly asked questions. However, for more complex questions, you will be contacted by your healthcare provider directly.

How accurate is the information provided by Dora?

Dora uses reliable medical guidelines and information to ensure that the advice and responses it provides are accurate and up-to-date. However, it is important for you to follow up with your healthcare provider for any specific medical advice or concerns.

As part of the Dora call, you will be given safety net advice about urgent symptoms and contact details for your healthcare provider, your GP, or 111 if you have concerns.

Can Dora speak to all patients?

In general, you can have a conversation with Dora if you:

- are an adult
- are able to speak English
- have a personal phone, including landlines and/or mobile phones
- do not have a significant cognitive or hearing impairment

Can Dora understand me if I have an accent?

Yes, Dora is equipped with advanced speech recognition capabilities that can understand a variety of accents and speech patterns. If you speak slowly or have an accent, Dora should still be able to accurately interpret your responses.

Can Dora speak to me in another language?

Dora is not yet able to speak to you in another language.

What if Dora doesn't understand me?

If Dora has trouble understanding you, it will ask you to repeat or clarify your response. If the issue persists, Dora will move onto the next question and flag this part of the conversation.

What number will Dora call me from?

Dora will call you from **01622 234817** which will be provided as part of written information you receive about the Dora call.

Healthcare providers may encourage you to save this number to your phone book to avoid Dora calls being filtered as spam.

If you have a call guardian in place, it is important to save the Dora number in your contacts to prevent the Dora call being blocked.

Scan the QR code to save Dora's number in your phone and avoid the call being marked as spam.



How will I be notified about my scheduled Dora call(s)?

You will be notified about your scheduled Dora call(s) via text message and/or letter.

For example, if you are referred for cataract surgery, you will receive a text message advising of the date and time of your Dora call. If you are listed for a Dora post-operative check, you will receive a letter upon discharge from your healthcare provider advising of the date and time of your Dora call, as well as a text message reminder.

Notifications include the date, time, and instructions for the call (i.e. which number you will be called from).

I missed a call from Dora, what happens next?

Dora will try to call you multiple times within 30 minutes of the original appointment time on any numbers available, including landlines and mobile phones. If you miss these calls, a voicemail message will be left with information about the missed call and when Dora will attempt to contact you at a rescheduled time, usually later in the day or within a few days.

Can I reschedule the date and time of my Dora call?

At present, you cannot call Dora back or reschedule your call for another date or time. However you can now contact Dora directly via the inbound feature.

Inbound calling

Once your Dora call has been arranged, you will have 48 hours to contact Dora and complete the call. You can call Dora directly on **01622 234817** at a time that is convenient for you within this window.

Why didn't Dora call when I was told it would?

Occasionally, Dora is unable to contact you because you have the call guardian feature enabled, or the call is automatically marked as spam.

Very occasionally, Ufonia experiences technical difficulties and the calls do not connect. In these cases, calls will be rescheduled as close in time as possible to the original call.

What information does Ufonia have about me?

Ufonia has only the minimum and necessary information required to conduct clinical conversations with you such as your name and telephone number(s).

How can I update my information?

You should contact your GP and/or healthcare provider to update your contact details.

Can I reschedule my hospital appointments through Dora?

No, but you can provide information to Dora about whether or not you can attend an appointment with your healthcare provider, which will be passed back to them for review and action.

Can I change my responses and choices after the call?

In some cases, if you are unable to make a decision during the call, provide incorrect information, or change your mind, you should contact your healthcare provider directly.