

Automating the Cataract Pathway: Evaluating Clinical Efficiency and Safety Using an AI Voice Assistant (Dora)

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i Introduction

High cataract surgical volumes exert significant pressure on NHS clinical staff. **Dora** is an autonomous AI clinical communication system designed to manage routine cataract pathway interactions.

⦿ Evaluation Objectives

To assess the 12-month real-world impact of Dora on:

- Clinical workforce capacity (Time Saved)
- Patient safety and surgical triage reliability
- Patient acceptability across demographics

■ Methodology

A retrospective service evaluation was conducted over 12 months (Oct 2024 – Sept 2025).

Pathway Automation Scope:

- Pre-operative assessment triage
- Pre-operative patient-reported outcome measures (PROMs)
- Surgical theatre attendance reminders
- Post-operative safety follow-up
- Post-operative outcome measures (PROMs)

Key Activity Results

14,594

CALLS SCHEDULED

80%

COMPLETION RATE



Clinical Efficiency Impact

Applying conservative assumptions, the service evaluation estimated a total of **1,210 Clinical Hours saved per annum.**

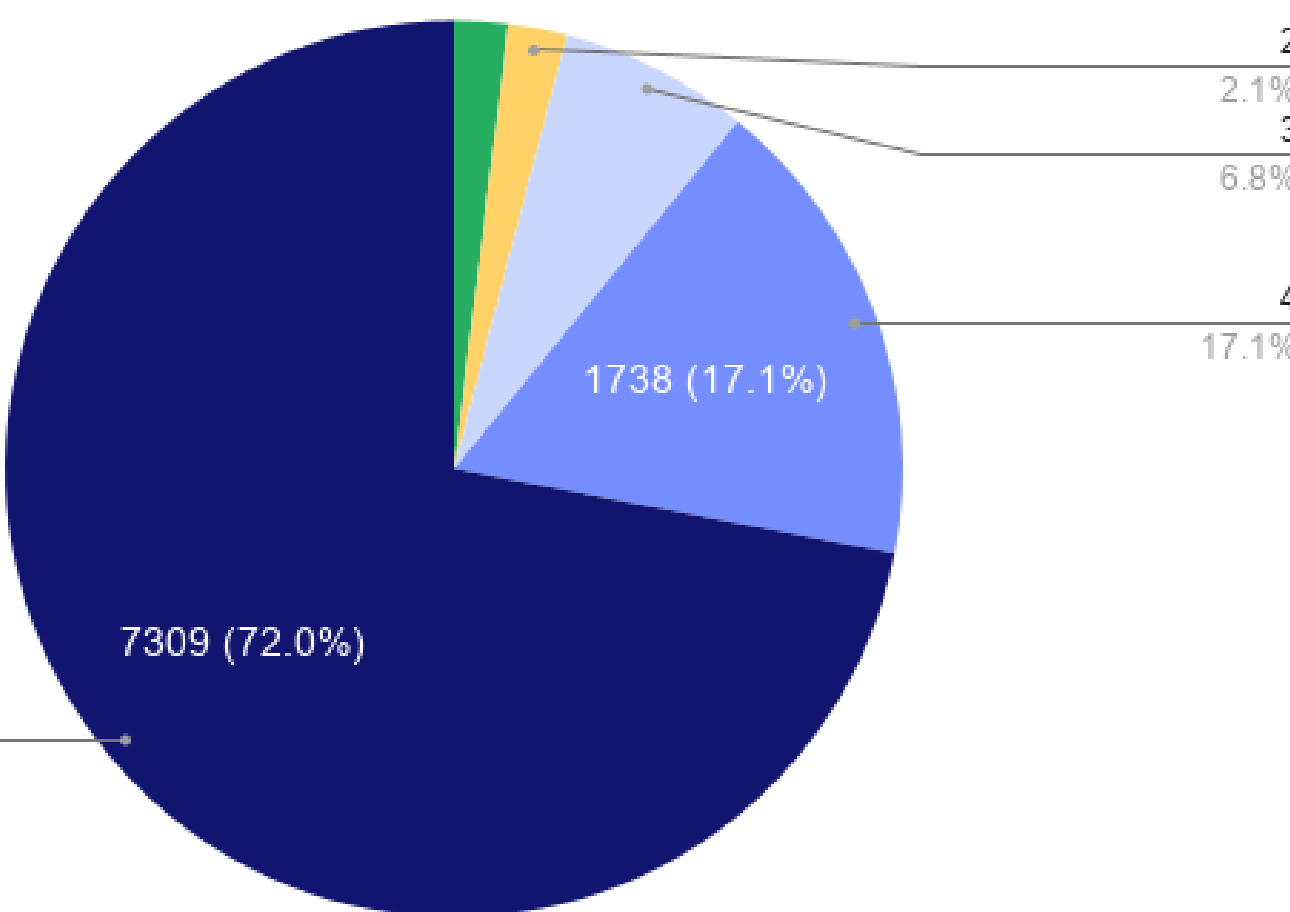


Note: Clinician workflows were streamlined by 15 mins per patient by utilising Dora Reports vs. manual routine calling.

CSAT Score: **4.5 / 5**

Based on 10,154 responses

How satisfied were you with this call today?



Financial Disclosures: L. Stacey is an employee of Ufonia Ltd. N. Melamed, M. Chandran, and L. North report no relevant financial disclosures.



Clinical Safety

Post-operative calls successfully identified and flagged **880 patients (27.7%)** for clinical review.

Primary reasons for escalation:

- Sudden Blur or Loss of Vision
- Unresolved Post-Surgical Pain



Acceptability (Age 90+)

89.1% call completion rate (age 90+)

"everything was easy and clear to answer"



Conclusions

DORA demonstrated its capacity to safely and effectively manage complex cataract care pathways at scale.

The system serves as a robust **safety mechanism**, ensuring symptomatic patients are flagged while releasing over 1,200 hours of clinical capacity.