



Ufonia

Service Definition Document

February 2026

Ufonia provides Dora, a UKCA-marked, AI-enabled clinical voice assistant designed as a 'like-for-like' replacement for routine multi-specialty clinical care. The service operates by telephoning patients for automated, clinically validated consultations. Patients engage in a regular phone call; no new technology or complex onboarding is required for the patient.

Dora has proven that it is able to support different clinical pathways across different healthcare organisation contexts. It is highly accessible, requiring no technical or written literacy from patient users. Dora is delivered as a cloud-hosted service.

Ufonia is able to provide clients with additional services, for example transformation support, to complement the use of Dora.

Key benefits:

- Dora is more cost effectiveness versus alternative methods of gathering clinical information
- Dora and inbuilt flexibly and the the scale to meet increasing clinical demand
- Dora can facilitate increased access to healthcare, promoting greater equity of care:
- Dora can demonstrate improved clinical outcomes via structured data collection.
- Dora promotes and delivers efficiency, reducing staff fatigue from repetitive appointments and reducing late cancellations.
- Dora can assure clinical appropriateness, ensuring that waiting patients have appropriate clinical need
- Dora promotes efficiency by directing patients to the most appropriate service at pace
- Dora promotes clinical consistency through consistent and standardised patient interactions

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