

CLEO — Costa Rica's AI Assistant for Purging Surgical Waiting Lists

AI in the Public Sector · Good practice · Costa Rica

Quality score: 73/100

Evidence strength: Strong

Summary

Costa Rica's public health service (CCSS) uses an AI assistant, CLEO, to contact surgical-waitlist patients via WhatsApp, phone and email, checking records against health and civil registries — resolving 367,403 cases since 2023, with mandatory human sign-off on removals.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	3/3
Transparency, fairness & accountability	2/3
Transferability / demonstrated replication	1/3
Scalability beyond pilot	3/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-30

[Caja Costarricense de Seguro Social \(CCSS\)](#) — accessed 2026-07-30

[La Nación: CCSS usará asistente virtual con IA para contactar](#) — accessed 2026-07-30

[Infobae Costa Rica: CCSS incorpora IA para depuración de listas de espera](#) — accessed 2026-07-30

[Diario Extra: CCSS recurre a tecnología para listas de espera](#) — accessed 2026-07-30

[Teletica: CCSS implementa herramienta de IA](#) — accessed 2026-07-30

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