10 - AI & Technology

PO-019 - (23898) - ARTIFICIAL INTELLIGENCE (AI)-BASED CHATBOTS: CAN THEY PROVIDE SUFFICIENT AND COMPREHENSIBLE INFORMATION TO BODY DONOR CANDIDATES?

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AI-based chatbots are increasingly used in patient education and health communication; however, their ability to provide accurate and comprehensible information on ethically and culturally sensitive topics remains uncertain. This study aimed to evaluate the quality of Turkish-language chatbot responses to six frequently asked questions by individuals considering body donation.

Five different chatbots (ChatGPT, Gemini, Claude, Grok, DeepSeek) were presented with these questions, which had been previously validated through the Content Validity Index (CVI) by five independent experts. The responses were assessed by four blinded anatomy experts using a modified DISCERN tool (5 items) and the Global Quality Score (GQS). Readability was evaluated using the Ateşman Index (a Turkish adaptation of the Flesch Reading Ease) and the Çetinkaya-Uzun formula.

Findings showed that ChatGPT achieved the highest average DISCERN score (22.2 out of 25), along with top results in GQS and readability. Grok performed similarly well in content quality, with slightly lower readability scores. Claude demonstrated the highest lexical diversity, while Gemini produced simpler yet less informative responses. Inter-rater agreement was high (ICC > 0.79), and significant differences were observed between chatbot systems across all key metrics.

While several studies have assessed chatbot performance in topics such as organ donation, oncology, or surgery, no prior evaluation was found specifically addressing body donation. This study offers an original contribution by addressing this underexplored topic in both content and language, filling a gap in the non-English medical AI literature.

Palavras-chave : Body donation, Artificial intelligence, Chatbots