Family Practice Policy: Use of AI Scribe Software in Patient Care

Introduction

We are committed to providing you with the highest quality of care. As part of our continuous effort to improve efficiency, accuracy, and the overall patient experience, we are implementing Artificial Intelligence (AI) scribe software in our practice. This policy outlines how this technology will be used, what it means for you as a patient, and our commitment to your privacy and data security.

What is AI Scribe Software?

AI scribe software is a technological tool that assists our healthcare providers with clinical documentation during patient visits. It listens to the conversation between you and your provider and intelligently transcribes, summarizes, and organizes key information into your electronic health record (EHR). This allows our providers to focus more on you during your appointment, rather than on typing notes.

Benefits of Using AI Scribe Software

The integration of AI scribe software offers several benefits:

- **Improved Patient Focus:** Your provider can maintain better eye contact and engagement with you, leading to a more personal and attentive consultation.
- **Enhanced Accuracy:** The software helps capture details accurately and consistently, reducing the risk of errors in your medical record.
- **Increased Efficiency:** By automating documentation, it frees up your provider's time, potentially leading to shorter wait times and more timely access to care.
- **Comprehensive Records:** It helps ensure that your medical records are thorough and well-organized, which is crucial for continuity of care and referrals.

Patient Privacy and Confidentiality

Your privacy and the confidentiality of your health information are paramount. We adhere to all applicable privacy laws and regulations, including HIPAA & PIPEDA.

- **Consent is Required:** The AI scribe software will **only** be active during your visit. You have the right to decline the use of the AI scribe at any time before or during your appointment without affecting the quality of your care.
- **No Personal Identifiable Information (PII) Stored Separately:** The AI scribe software is designed to process audio and generate documentation, but it does not store raw audio recordings or your personal identifiable information (PII) independently of your secure electronic health record.
- **Data Encryption:** All data transmitted and stored in connection with the AI scribe software is encrypted to protect against unauthorized access.
- **Secure Environment:** The software operates within a secure, compliant environment integrated with our existing electronic health record system.

Data Security and Access

- **Limited Access:** Only authorized healthcare professionals involved in your care will have access to the documentation generated by the AI scribe software, just as they would with any other part of your medical record.
- **Audit Trails:** Our systems maintain robust audit trails to monitor who accesses your health information and when.

Your Rights as a Patient

As a patient, you have the following rights concerning the use of AI scribe software:

- **Right to Refuse:** You have the right to refuse the use of the AI scribe software for your visit. Your care will not be impacted if you choose not to use it.
- **Right to Ask Questions:** Please feel free to ask your provider or our administrative staff any questions you may have about the AI scribe software or this policy.
- **Right to Access Your Records:** You continue to have the right to access and review your medical records, including documentation generated with AI assistance.
- **Right to Request Amendments:** If you believe any information in your medical record is incorrect, you have the right to request an amendment, as per our standard practice.

Addressing Concerns

If you have any concerns or complaints regarding the use of AI scribe software or your privacy, please speak directly with your healthcare provider or contact our clinic administration at [Clini604-941-8277 or manager@kanataclinics.ca. We are committed to addressing your concerns promptly and transparently.

Patient Acknowledgement and Consent

By continuing with your appointment, you acknowledge that you have been informed about Kanata Clinics' use of AI scribe software for documentation purposes during your visit. You understand that your verbal consent will be requested at the start of each appointment for its use.