

AI Scribe Pilot Program

FAQ for Health Care Providers

Prince Edward Island (PEI) primary care providers – nurse practitioners and longitudinal family medicine physicians – and pediatricians, along with their colleagues from other provinces and territories, have the opportunity to participate in a one-year pilot program supported by Canada Health Infoway to advance the use of AI scribe technology in health care.

About AI Scribe

What is an AI Scribe tool and how can I use it in my practice?

An AI scribe is a software tool that uses artificial intelligence to transcribe clinical encounters in real time, converting provider-patient conversations into structured medical notes. AI scribes aim to reduce clinical administrative burden and allow clinicians to focus more on patient care. It does not make any medical decisions or diagnoses and is simply a tool to help with documentation.

How does an AI Scribe work?

An AI scribe tool helps health care providers focus on patients during their medical appointments. Instead of a health care provider taking notes, the AI scribe creates a temporary audio recording and converts it into a draft summary based on the medically relevant conversation between provider and patient. This summary will then be reviewed and edited by the provider who chooses what will be documented in their patient's medical record. The AI scribe saves voice recordings for 48 hours before they are automatically deleted; it maintains corresponding transcripts for 30 days before they are automatically deleted. The AI Scribe tool will not make decisions about your patient's care; it only summarizes medical conversations with your patients.

How does an AI scribe differ from a dictation software?

While dictation software simply converts speech into text, AI scribes can extract medical content from a conversation, summarize it into text and, depending on the level of software integration, apply it to appropriate fields of an electronic medical record (EMR) in a structured manner.

What are the benefits of AI Scribes for health care providers?

AI scribes reduce time spent on paperwork for health care providers, allowing more time for patient care. By drafting notes and treatment summaries from visits, AI scribes streamline administrative tasks, enhance face-to-face interactions, improve patient experience, and help reduce health care provider burnout.

What are the benefits of AI Scribes for patients?

Using an AI scribe during patient visits helps enhance the quality of care by allowing providers to focus more fully on the conversation with their patients rather than on notetaking. It supports more efficient visits and ensures that important health details are clearly documented by automating the drafting process.

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What are the other important considerations of AI Scribes for patients?

While AI scribes are designed to enhance the efficiency of health information collection, there is potential that the AI misinterprets part of a medical conversation or generates inaccuracies in the drafted notes. As a standard of practice, health care providers must review and edit the generated draft notes to ensure their accuracy before adding them to the patient's health record.

Do I need to inform patients and obtain consent before using an AI Scribe tool?

Yes. Before using an AI scribe during a patient encounter, health care providers must ensure the patient has provided an informed and expressed patient consent in accordance with Prince Edward Island's health privacy laws, applicable Health PEI policies and any requirements set by the PEI College of Physicians and Surgeons. Consent can be obtained verbally (and documented in the patient's chart) or in writing. Patients should be clearly informed about what AI scribe technology does, what data will be collected, and how that data will be used, as well as their right to refuse/revoke their consent at any time.

Therefore, patients will have an opportunity to review the [AI Scribe Privacy Notice](#) and ask questions before consent is obtained.

Can patients decline the use of an AI Scribe tool during their appointment?

Yes, patients can 'opt out' of the use of AI scribes during their visit and be reassured that it will not impact the quality of care that they will receive from their health care provider.

What privacy protections are in place for patient data?

AI scribe solutions must comply with all applicable provincial and federal privacy laws, and any personal health information (PHI) that is collected, used, and shared must follow PEI's Health Information Act (HIA). The AI scribe tool selected for use in PEI is a secure, encrypted and approved technology system. Regardless of how patient records are created, providers have the same responsibility for accuracy and completeness in all their records, and this includes all documentation drafted by AI scribes.

What are the potential risks of using an AI scribe tool?

AI scribes may generate inaccurate information or introduce bias into the draft summary. Therefore, it's imperative for health care providers to review notes drafted by AI scribes to prevent incorrect information from entering the patient's record. Regulatory Colleges require health care providers to review their electronic records for accuracy and completeness; similarly, it is required to do the same when using AI scribe technologies.

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About the PEI AI Scribe Pilot Program

What PEI health care providers are eligible to participate in the one-year pilot program?

The one-year pilot program, supported by Canada Health Infoway, is limited to primary care providers – nurse practitioners and longitudinal family physicians – as well as pediatricians with a community-based practice.

What technical supports and resources are available to participating health care providers?

Several AI scribe resources are available to pilot participants, including:

- [AI Scribe: Privacy Notice for Patients](#)
- [AI Scribe: Consent Scripts](#)
- [AI Scribe: FAQ for Patients](#)
- [Tali AI: AI Scribe Features](#)
- [Tali AI: AI Scribe Product Demo](#)
- [Tali AI: AI Scribe FAQs](#)
- [Canada Health Infoway: AI Scribe – More Time for Patients](#)

There are also several technical support options available:

- For technical support related to the Tali AI solution:
 - assistance is available through the Tali AI app
 - Email: help@tali.ai
- For participant feedback, questions or support related to the pilot program:
 - Email: aiscrivesupport@ihis.org
- For non-participant general inquiries about PEI's AI Scribe Pilot Program:
 - Email digitalhealth@gov.pe.ca

This Frequently Asked Questions document was created by Health PEI and the Department of Health and Wellness, with support from Canada Health Infoway.