



Learning Sessions for Alliance's Annual
Conference
<https://www.allianceon.org/conference2024>



Spotlight Presentation 4-4: Lessons From an AI Tali Transcription Journey

Presenter:

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Description:

At Centretown CHC in downtown Ottawa, one nurse practitioner and one family doctor, both with diverse comprehensive practices trialled an AI scribe tool. We will discuss our journey with the languages and complexities to help examine where AI can be used in our work

Session objectives and learning outcomes:

- To understand some positive uses of AI scribes at CHCs
- To understand some of the challenges of AI scribe in our work
- To challenge some of our hesitations to use new tools

Full description:

The use of an AI scribe tool can be used across a wide variety of appointment types, both in person, virtual and phone. It does not rely on ensuring that clients have access to technology or the ability to use it. The potential benefits of using the AI tool are applicable across client populations and visit types. Data collection, governance, sovereignty and stewardship / Privacy & security The AI tool is PHIPPA compliant. It is

transparent in how it manages data, providing the end user with the information to make an informed decision about its use.

One of the greatest challenges to patient access to primary care is the massive administrative burden on our providers and staff. New technology offers us many new tools, but how do we understand what will help and what will hinder? At Centretown we decided to trial a new digital tool in two practices, one Nurse Practitioner and one Family Doctor, both with a wide diversity of practices and patients.

The patients of both practices were notified of the trial and permission was asked for in the appointment. We have used it in the office, on the phone and in outreach home visits. The patients have opportunities to ask questions and comment.

The practices were chosen for their diversity as well as the willingness of the providers to engage in new technology. It has proven useful in English and French, as well as with translators. In this talk, we will discuss the qualitative analysis of the trial, the challenges, the time savers as well as the downsides. We will discuss our plans to offer the tool more widely and the advice that we will use as we go forward. There is great interest from many of our other teams.