

Registrar's message: safeguarding privacy and accuracy when using artificial intelligence in medicine



Artificial intelligence (AI) has become increasingly prominent in health care, proving its capacity to support various functions such as scheduling, patient communications, charting, and even diagnosis. However, as AI technology advances in the medical field, privacy and accuracy concerns have arisen.

To assist with the administrative task of quality record keeping, AI scribes have been gaining popularity. AI scribes work by “listening” to patient interactions and producing documentation in real time. This is different from dictation, as the AI software can transform the direct patient interaction into a note, reducing the need for specific charting time. This, of course, is not without inherent risk. AI scribes are not perfect, and registrants must ensure that they diligently review the notes they produce to identify errors. For instance, using AI scribes can cause “hallucinations” in documentation, which are misinterpretations made by the scribe. These misinterpretations can be harmful in certain

situations—for example, when the documentation states a test was performed when it was, in fact, only scheduled.

Privacy measures for AI tools remain unclear in some cases. Prior to employing them in practice, registrants using tools, such as AI scribes, must be aware of the type of data the tool is capturing, and how that data may be used, stored and accessed. CPSBC recommends that registrants consult the Office of the Information and Privacy Commissioner to best understand the requirements under the Personal Information Protection Act related to AI and use their own professional judgement when choosing a specific tool.

In response to the evolving landscape of AI in medicine, CPSBC has updated the [Ethical Principles for Artificial Intelligence in Medicine interim guidance](#) to include more specific considerations for AI scribes, in addition to the overall principles.

Registrants should remember that AI is just one tool among many and should not be solely relied upon. When integrating AI into medical practice, it is important to carefully consider how these technologies align with your practice environment and ensure that patient privacy is always maintained.

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