

Patient Consent for Use of Heidi (AI Scribe)

The Marathon Family Health Team (MFHT) is using a new artificial intelligence (AI) solution called an AI scribe. It is a technology that helps us during patient visits by preparing notes based on our conversations with you. This allows healthcare providers to focus more on patients and less on taking notes.

What is an AI Scribe?

An AI scribe is an application that makes a temporary audio recording and transcript of your discussion and creates a draft summary “note” for your healthcare provider based on your conversation. At MFHT, we use an AI scribe called **Heidi**. Heidi is used only to support documentation – it does not make decisions about your care.

How will this affect you?

If you agree to use Heidi, your healthcare provider will activate it at the start of your visit. As you talk, Heidi will capture the conversation and prepare a draft summary of the visit. Afterward, your provider will carefully review and update the draft to make sure it is accurate, complete, and appropriate before adding it to your electronic medical record.

Privacy

AI scribe vendors must comply with Ontario’s privacy laws and other legal requirements in order to safeguard your personal health information. Heidi does not use your personal health information to train or improve its AI models. Heidi also uses encryption to communicate with its AI models to protect personal health information. Data may be shared with service providers who assist Heidi in delivering its services, under strict confidentiality agreements.

Once your healthcare provider approves the final note, it is pasted in your electronic medical record. MFHT has required that any temporary audio recording and transcript are securely deleted from the Heidi software once the note is edited and finalized by your healthcare provider.

Risks Associated with AI Scribes

While safeguards are in place to protect your personal health information and comply with Ontario’s privacy laws, there are always some risks. These include possible

inaccuracies in documentation, including how information is captured or processed, biases, or misuse of data despite safeguards.

Biases in AI tool outputs can result when the language model is trained on dataset which contain inherent biases (such as algorithmic or cognitive biases), or because the data used is not sufficiently diverse, representative, or to the best extent possible, free of errors.

Your personal health information is protected under Ontario's privacy laws (PHIPA), and MFHT is committed to maintaining the security, accuracy, and confidentiality of your information. Ultimately, it is your healthcare provider's obligation to review and make any corrections to your record and patient notes. Your healthcare provider is required to review and edit notes to ensure their accuracy and completeness before finalizing. If you have further questions or concerns, please speak with your healthcare provider.

Your Consent

The use of Heidi is completely voluntary. You do not have to agree to its use, and your decision will not affect the quality of care you receive. You may also change your mind at any time by telling your provider that you no longer want Heidi to be used.

By signing below, you are giving written consent for any regulated healthcare provider at MFHT to use Heidi during your visits. You do not need to sign a separate consent form for each provider. However, at the beginning of each future visit where Heidi is used, your provider will ask for verbal consent, which will be documented in your chart.

If you have any questions or concerns, please feel free to discuss them with your provider.

Provider Name: _____ **Patient Name:** _____

Provider Signature: _____ **Patient signature:** _____

Date: _____ **Date:** _____