



## Tips and Takeaways: Webinar #4 - From Burnout to Brilliance: Leveraging AI Scribes for Your Ideal Practice

March 4, 2025, 12:15 to 1 p.m.

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Webinar recording link: IPCMP Webinar 4 Recording

Presentation slides: IPCPM Session 4 slides

### What is an AI Scribe?

An **AI Scribe** is an artificial intelligence-powered tool designed to assist healthcare providers by automatically documenting clinical encounters. It listens to patient-provider conversations, extracts relevant medical information, and generates structured notes that can be integrated into electronic medical records (EMRs).

### Considerations when using AI Scribes

#### Privacy and security

- Data should be processed and stored in Canada, retained only for as long as necessary, and managed in full compliance with privacy and security standards.
- OntarioMD and Supply Ontario are going to be posting a Vendor List of Record which lists AI Scribes that have been vetted to meet privacy and security standards and basic functionality requirements. This will be posted on the [OntarioMD AI Knowledge Zone](#) website in the coming weeks.

#### Consent

- Consent can be verbal.
- Express consent is needed for the use of AI Scribes. This means that the patient must actually “express” consent. It cannot be implied.
- Express consent is required because the visit is being recorded.
- It should be made clear that the recording will be deleted after the transcript has been generated and that any personal health information is kept secure and confidential, just like the info in the EMR.
- AI Scribes that use personal health information for secondary purposes should be avoided.
- Informing patients about AI Scribes is best done before the clinical encounter. This can be done online through secure messaging or online appointment booking systems. It can also be done on tablets or apps in the waiting room, at reception, or by providing info sheets in the exam rooms.
- Information for patients about consent should be short, clear and simple. Examples of consent can be found on the [OntarioMD AI Knowledge Zone](#) website.



## Top Strategies for Improvement – Tips & Tricks

### Setup

- Smartphones, notebook computers and exam room computers can be used by the AI Scribes. The generated notes are available on all devices simultaneously. For example, if the AI Scribe captures a visit on a smartphone or exam room computer, the notes will be immediately available to copy and edit on a computer in the doctor's office.
- Reduce background noise.

### Customize

- The notes can be customized to better match your style and preferences.
- If you frequently make the same edits to multiple notes, consider customizing the note templates to streamline the process.
- Adopting a “good enough is good enough” mindset can be beneficial; notes should be clear and accurate, but they don't need to be a perfect match to your style.
- Vendors can assist with customizations.

### Verbalize

- Verbally describe your history and examination to ensure they are accurately captured in the transcription.
- When a patient says, “It hurts here,” clarify by specifying the location, such as “your left elbow.”
- If any exam findings were not verbalized during the visit, you can resume the AI Scribe afterward to add them, ensuring they are integrated into the final note.
- Preset text can be saved and accessed by the scribe. For example, a complete description of a normal abdominal exam can be stored and inserted into a note by simply stating, “Abdominal exam is normal.”

### Alternatives

- For certain visits there may be very efficient alternatives to using an AI Scribe. Well baby checks, for example, might be more efficiently documented using a custom form.
- EMR tools for chronic disease management, such as diabetes, streamline documentation, provide decision support, and offer quick access to requisitions and referrals.
- Even when using other tools for documentation, an AI Scribe can still be valuable for capturing additional details that might not be included elsewhere.

### Practice, practice, practice!

- Get comfortable with the Scribe before using it with real patients. Practice with simulated encounters—act as the patient yourself or ask colleagues, family, or friends to participate.



## Handling Common Challenges - Workflows and Workarounds:

### Multiple Patients

- Assess one patient at a time to ensure accurate documentation. For example, if three children are seen in the same visit for cough and congestion, assess each child separately, using a new Scribe instance for each.

### Multiple Speakers

- It's fine if someone else attending the visit contributes to the patient's history, as long as they are speaking about the patient. For example, a spouse can provide additional details about the patient's symptoms. However, personal anecdotes, such as "It's like when I had my gallbladder removed in 2019," should be avoided.

### Selecting an AI Scribe

- Integration: Consider the steps needed to start the scribe and post the note to the patient's chart.
- Language: Select a solution that supports multilingual documentation that matches your practice population.
- AI Scribe quality and performance comparisons are not yet available. Guidance on comparing features and functionality can be found in the resources provided below.
- Trials: It is highly advisable to try a few AI Scribes before deciding which one to use. Most offer limited free trials.
- Packages: Vendors provide different packages based on usage and included features. Select the one that best fits your needs.

## Resources

- [eCE AI Scribe website](#)
- [OMD AI Knowledge Zone](#)
- [Sample Consent Script for AI Scribes](#)

## Questions?

If you have questions about the Ideal Primary Care Practice Model initiative or have ideas for upcoming webinars, email us at [communications@ehealthce.ca](mailto:communications@ehealthce.ca).