

Top AI Scribe Frequently Asked Questions

Q – Is AI Scribe worth the cost?

A – On average, AI Scribe has reduced 3.4 minutes per consultation as per a smaller study that was completed in September 2023. The bigger AI Scribe evaluation will be ready by the end of June 2024. Providers are encouraged to weigh the cost between time saved and dollars spent for a monthly or annual subscription for AI Scribe.

Q – Is AI Scribe user friendly and is it easy to onboard?

A – Yes, AI Scribe is very easy to use, upon registration, providers have access to AI Scribe immediately via a web browser or mobile application.

Q – Where can I learn more about AI Scribe?

A – Reach out to your local Ontario Health Team or OntarioMD Peer Leader and collaborative partners for support with AI Scribe.

General AI Scribe Questions

Q – How are patients responding to the overall use and experience of AI Scribe?

A – A high percentage of physicians (87%) reported that their patients had positive reactions to the AI scribe

Q – How does AI Scribe work with virtual visits (video/phone)?

A – At this moment in time, most AI Scribe tools are not able to run in parallel on the same device while a phone call or video visit is occurring. Most providers will conduct a phone or virtual visit with one device while using a second device for AI Scribe.

Q – Does AI Scribe work with caregivers and/or parent/spouse in the same room contributing to the conversation?

A – Yes, AI Scribe can differentiate between patient, provider and caregivers.

Q – Are templates pre-selected prior to each encounter?

A – Vendor specific, templates such as Consult, SOAP, Discharge Summary...etc. can be selected prior to each encounter or after. Templates within AI Scribe can also be configured to match EMR templates for consistency.

Q – Are AI Scribe generated notes very length which may add to reviewing time?

A – Dependent on the template, generated encounters can be lengthy. Vendors are very responsive to feedback thus improving the provider experience with AI Scribe.

AI Scribe Privacy and Liability Questions

Q – What does an informed consent process look like?

A – Most clinic’s have used secure messaging to notify their patients about the introduction of AI Scribe within their clinic. Informed consent will vary by technology and organization, informing patients regarding purpose, data processing, confidentiality, security, and risks.

Q – Is AI Scribe safe and compliant with local regulations?

A – This is very dependent on the vendor and technology used by AI Scribe. Prior to signing a contract or using AI Scribe, it is very important to review their data privacy policies and ensure PHIPA compliance.

AI Scribe Compatibility with EMRs

Q – Does AI Scribe work at different sites and with different EMRs?

A – Yes, dependent on the technology, AI Scribe is an app accessible on mobile devices or via the browser that you can bring with you wherever you practice.

Q – Is AI Scribe specific to EMRs?

A – No, most AI Scribes are stand-alone applications that are not dependent on the version or type of EMR you have. However, each EMR vendor is working on further integration with one or more AI Scribes.

Q – Can AI scribes auto-complete tasks or pull discrete data such as non-note fields, entering problem lists, Family Hx, allergies, medication, referrals, and lab tests...etc.?

A – At this moment in time, most AI Scribes are stand-alone applications that do not integrate with EMRs thus unable to auto-complete tasks or pull discrete data. EMR vendors are in the progress of developing such features for their product line.

AI Scribe Language Capabilities

Q – Are there language limitations to AI Scribe?

A – Language support will vary by solution. Most AI Scribe will support English and French while others will support more languages. This includes spoken languages and the generated output from AI Scribe.

AI Scribe Cost Considerations

Q – Is there (provincial) funding for AI Scribe?

A – At this moment in time, there is no funding for AI Scribe, however, may change in the near future. Many AI Scribe vendors offer a 30-day trial.

AI Scribe Evaluation Study by OntarioMD and collaborative partners

Q – How will the Evaluation report be shared?

A – Upon approval, the AI Scribe Evaluation Study Report will be made available via <https://OntarioMD.ca/ai-scribe>

Q – Will the evaluation study identify the different AI Scribe tools that were part of the study?

A – The Evaluation study may identify the different AI Scribe tools that were part of the study, however, will not be ranking the AI Scribe tools.

Q – Will there be a recommended AI Scribe that is 'better' than the others?

A – The objective of the evaluation study is to determine the value of AI Scribe to start planning for spread and scale rather than identifying the 'best' product.