

ErinoakKids Artificial Intelligence (AI) Scribe Terms of Use

ErinoakKids is introducing the use of an **AI-powered scribe tool** to assist clinicians and families with our process for documenting client visits and engaging in related follow-up. The AI scribe tool will, subject to receiving informed consent, securely record clinician-client conversations during in-person, telephone, and virtual appointments. Once the visit is complete, the conversation is converted into a confidential draft clinical note for the clinician to review and finalize. This confidential clinical note creates a record which is subject to the organization's procedures and protocols which apply to all confidential health records. The use of the AI scribe tool allows clinicians to focus more on client care and less on typing notes.

****Participation is voluntary, and your consent is required. You may ask questions or decline the use of the AI scribe tool during your visit. The AI scribe tool will not make decisions about your care; it will only summarize the conversations with your clinician and assist with note taking.***

What is an AI scribe tool?

An AI scribe is a digital tool that creates a draft summary “note” from your appointment with your clinician. The note will be reviewed and edited as needed by the clinician and then becomes part of the client’s electronic health record.

How does an AI scribe tool work?

An AI scribe tool helps your clinician focus on your child/youth during your visit. Instead of your clinician having to interrupt the session for the purpose of taking notes, the AI scribe tool creates a temporary audio recording and converts it into a confidential draft summary note based on the interaction with your clinician. This confidential summary note will then be reviewed for accuracy by your clinician, updated as necessary, and saved in the client’s electronic health record. Once signed, the clinical note, which is subject to all of the applicable organizational rules regarding health records, is available to view in the client portal, [ErinoakKids Connect](#), or through an [information request to Health Records](#).

What are the benefits of an AI scribe tool for clients/families?

Using an AI scribe tool during your visit helps enhance the quality of care by allowing your clinician to focus more fully on the conversation with you/your child/youth rather than spending unnecessary time during the session on notetaking. The use of an AI scribe tool supports more efficient visits, reduces the administrative burden on clinicians, and ensures that important details are clearly documented. By automating the transcription process, our clinicians can focus more on you and less on data entry to ensure that important details are accurately recorded. This allows clinicians to focus more of their session time on providing clients and families with clinical service.

How do I know if an AI scribe tool is being used?

Before an AI scribe tool is used during your appointment, **you will be asked to consent to its use**. As part of requesting your consent, your clinician will provide you with an explanation of what the technology does, what data is being collected, and how it will be used. Before giving your consent, you may also ask questions about the measures in place to protect your privacy. Your consent to allow use of the AI scribe tool will be documented within the confidential clinical note for that appointment.

Important: You do not have to consent to the use of the AI scribe tool during your visit. If you choose to opt out at any time, the quality of care you have come to expect at ErinoakKids will continue and the appointment will occur as normal.

Are there any risks associated with use of an AI Scribe tool?

While AI scribe tools are designed to enhance the accuracy and efficiency of data entry, there are some instances where the AI tool could misinterpret speech or generate inaccuracies in the transcript. **Your clinician is responsible for reviewing, editing, and signing the generated notes to ensure their accuracy.** You can ask your clinician if you have any questions about the technology and raise any concerns about the accuracy of your records.

What measures are in place to protect my privacy?

Your privacy and security are important to us. Your personal health information is protected under Ontario's Personal Health Information Protection Act, 2004 (PHIPA) and is handled in accordance with our privacy policy (<https://www.erinoakkids.ca/privacy>). The AI scribe tool does not permanently store any voice recordings or transcripts. When the confidential written summary note has been signed by your clinician and stored within the secure electronic health record, it is available to view in the client portal, ErinoakKids Connect, or through an information request to Health Records. The recordings and transcripts are not used to train any AI models. The chosen AI scribe tool integrates with our information system ensuring seamless documentation and secure data handling. A comprehensive privacy and security review was conducted by ErinoakKids before being approved for use.

Will any of my health information leave Canada?

While ErinoakKids has taken steps to prevent client health information from being processed outside of Canada, the advanced AI-scribe models needed to convert appointment conversations into a confidential draft clinical note are not yet available within Canada. Until suitable models become available domestically, processing will take place in secure U.S. data centres. All client information is **encrypted and unreadable** during transfer and processing, and all client health information continues to be **stored exclusively in Canada**.

Who can I contact if I have questions or concerns?

You can reach out to your clinician directly with any questions or concerns, or you can contact us at the below:

ErinoakKids Centre for Treatment and Development

- 📍 1230 Central Parkway West, Mississauga, ON L5C 0A5
- 📞 Phone: 905-855-2690 | Toll-Free: 1-877-374-6625
- ✉️ Email: privacy@erinoakkids.ca
- 🌐 Website: <https://www.erinoakkids.ca/privacy>

Review and Updates

These Terms of Use will be reviewed annually or as required to reflect changes in legislation or operational practices.

References

AI Scribe Resources | Canada Health Infoway
Commure Ambient AI | Ambient AI solutions for the entire care journey