

## Artificial Intelligence (AI) at ErinoakKids: Terms of Use

ErinoakKids is integrating the use of **AI powered tools** into clinical workflows and corporate and administrative processes to improve and optimize the efficiency, accuracy, and consistency of documentation and operational tasks.

In **clinical care**, these tools support clinicians by reducing time spent on manual documentation so that they can focus on meaningful interactions with clients.

In **corporate and administrative areas**, AI tools may be used to enhance tasks such as scheduling, communication, data analysis, information management, and other internal workflow processes.

Across all areas of use, **AI tools serve as support tools**—not replacements for professional judgment, expertise, or accountability. All staff remain fully responsible for reviewing, validating, and ensuring that any AI-assisted output meets regulatory standards, privacy requirements, organizational policies, and appropriateness for its intended purpose. For clinical use, informed consent must be obtained prior to use, and clear disclosure will be visible in the client record indicating that AI technology was utilized. This approach promotes transparency, safeguards client and family trust, and upholds the integrity of both clinical practice and organizational operations.

### **Your Consent Matters**

***Your consent is required at each appointment before any AI tools are used in your child's clinical care. You are welcome to ask questions or decline the use of AI tools at any time.***

***Declining consent will not affect the services you receive. Please note: AI tools do not make decisions about your child's care—they simply assist clinicians with tasks such as documentation, allowing them to focus on supporting you and your child.***

### What AI tools may be utilized at ErinoakKids?

ErinoakKids regularly reviews AI tools to determine which are appropriate and safe for use in our work. Currently, the following AI tools are approved for use:

- Microsoft Copilot
- [AI Scribe Tool](#) (Recording & Dictation)
- AI functionality embedded within approved software (e.g., Canva, Adobe, Microsoft Forms)

## **How will AI tools be used in clinical care?**

Use of AI tools in clinical work is reviewed regularly by Clinical Practice Leaders and Senior Behaviour Analysts at ErinoakKids to ensure alignment with College guidelines, and ErinoakKids guidelines and policies. Below are some examples of how AI tools may be used:

- Plan an activity for your child's interests and goals
- Create visuals to support your child's participation in therapy
- Learn more about your child's diagnosis and how to support them
- Summarize observations or findings

## **What are the benefits of AI tools for clients and families?**

These tools help ensure that important details are captured clearly and accurately in the clinical record. By assisting with tasks like documentation and organization, AI supports creativity, efficiency, and more individualized care from your child's clinician.

## **How do I know if AI tools will be utilized during my care with ErinoakKids?**

Before any AI tool is utilized, **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 AI tools will be used, what the technology does, what data is being collected, how it will be used, and how your privacy is protected. Your consent to allow use of AI tools will be documented within the confidential clinical note for that appointment.

**Important:** You do not have to consent to the use of AI tools. If you choose to opt out at any time, the quality of care you have come to expect at ErinoakKids will continue and your service will continue as normal.

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

At times, AI-generated content may contain errors, biases or misinterpretations. **Your clinician is responsible for reviewing, editing, and signing clinical 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 approved AI tools do not permanently store any information entered into the tool, voice recordings or transcripts, nor is this information used to train AI models. When a confidential clinical 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](#). Comprehensive privacy and security assessments were conducted by ErinoakKids before being approved for use.

### **Will any of my health information leave Canada?**

ErinoakKids has taken steps to ensure client health information remains protected. While our goal is to keep all processing within Canada, the advanced AI models needed to support these tools are not yet fully available domestically. As a result, some processing may temporarily occur 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](mailto: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, clinical, or operational practices.