

# AI Scribe — Staff Quick-Reference Card

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*Print and laminate. Keep at the front desk and in each operatory.*

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Practice Name: \_\_\_\_\_

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## 6 Questions Patients Ask About Our AI Scribe

### 1. "What is the AI scribe?"

**Say:** "It's a tool that listens during your appointment and helps your dentist write accurate clinical notes. Think of it like a note-taker — it captures what's discussed so your provider can focus on your care instead of typing."

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### 2. "Can I opt out?"

**Say:** "Absolutely. Just let us know before your appointment begins, and we'll turn it off for your visit. It won't affect your care in any way."

**Action:** Note the patient's preference in their chart. Disable the AI scribe before the appointment starts. Document the visit manually.

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### 3. "Who sees my notes?"

**Say:** "Only authorized members of your care team. Your provider reviews every note before it goes into your record. No one outside this practice sees your information unless you authorize it."

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### 4. "Is this recording me?"

**Say:** "Yes, during your appointment only. The AI scribe records the audio of the clinical conversation between you and your provider. It stops when your appointment ends. No video is captured."

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## 5. "Is this secure?"

**Say:** "Yes. We follow all HIPAA privacy requirements, and our AI scribe vendor has a signed Business Associate Agreement with us. Your data is encrypted and protected, just like all of your health information."

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## 6. "What happens to my audio?"

**Say:** "The audio is used to create your clinical notes, then it's securely stored with the same protections as all of your health records. It's never shared with outside companies or used to train AI systems."

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## If a Patient Declines

1. Acknowledge their decision without question: *"No problem at all."*
2. Disable the AI scribe **before** the appointment begins.
3. Note the preference in the patient's chart for future visits.
4. Document the visit using standard methods.
5. Do not ask the patient to explain their decision.

## If Recording Starts Without Consent

1. Stop the recording immediately.
  2. Inform the patient and apologize for the error.
  3. Delete any audio captured before consent was given (follow your vendor's process).
  4. Document the incident and report it to your office's privacy officer.
  5. Obtain written consent before restarting.
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## Remember

- Consent is required **before every visit** where the AI scribe is active.
  - The patient can change their mind at any time — including mid-appointment.
  - When in doubt, turn it off and ask your office manager or privacy officer.
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