

AI Scribe and your appointment

An AI Scribe is a digital tool that helps your healthcare provider create notes during your appointment. It's part of a Lumeo regional pilot project. You can choose if you want the tool used during your appointment.

What is an AI Scribe?

Oracle's Clinical AI Agent (CAA) is the AI Scribe to help your provider create notes during your appointment. The tool records the conversation, uses the transcript to document information such as symptoms, treatments and care plans. Your healthcare provider then reviews the note to ensure it is correct, makes any changes and then approves the final note. The AI Scribe can help document important medical information during your appointment but does not make medical decisions.



How does it benefit me?

Using the AI Scribe helps your provider spend less time typing and more time focusing on you. It also helps to create a more complete report of the details of your visit.

What are the risks?

Using an AI scribe carries a small risk that parts of the conversation are missed, misunderstood, or recorded inaccurately, and that some context is not fully captured. These risks are reduced because your provider reviews and edits AI-generated notes before finalizing. You may also choose to not record parts of the conversation or choose not to use the AI scribe entirely without affecting your care.



What about privacy?

Your privacy is very important and is protected under Ontario's Personal Health Information Protection Act. The information collected by the AI Scribe is used only for your care and is handled securely, following hospital and regional privacy policies. The information may be stored outside of Canada but will be protected through appropriate safeguards. To protect your privacy, recordings are not stored and not part of the medical record. Your identifiable information is stored securely and compliant with Ontario laws and regulations.

Does an AI Scribe have to be used?

Participation is voluntary. You can ask that the AI Scribe not be used or pause it at any time. You can also ask questions at any time or change your mind. Your appointment will proceed as usual whether you choose to have AI Scribe used or not.

Questions? Please ask your healthcare provider!

