

# AI SCRIBE

## Frequently Asked Questions

### **Welcome**

Your Horizon health care provider may use an AI scribe (artificial intelligence software) to record, transcribe, and document your appointment.

### **What is an AI scribe?**

An AI scribe is a digital tool that creates a word-for-word transcript of the dialogue between you and your health care provider. It uses voice recognition software and other technologies to do this. Once your appointment is complete, a transcript of your appointment is added to your electronic patient file.

### **Why use an AI scribe?**

Manual charting can take clinicians 5 to 10 minutes to complete, per patient. Using an AI scribe cuts down on this time, giving your clinician more time to focus on patient care.

### **How will patient consent be handled with the new system?**

Your provider will ask for your verbal consent to use the transcription software. They will let you know where to access additional information, ensuring you are informed and comfortable with the use of an AI scribe during your visits.

### **What software does my provider use to transcribe our appointments?**

Your health care provider uses software from Mutuo Health's AutoScribe or Tali AI's Tali.

### **How do the software companies use my information?**

Both Mutuo Health and Tali AI limit use of collected data to delivering their services and do not sell or share patient information with third parties. They retain AI scribe audio or encounter data, including Personal Health Information (PHI) where applicable, for no more than 48 hours, and delete recordings once notes are finalized.

### **How is my information protected?**

Mutuo Health and Tali AI follow standard privacy and regulatory requirements and apply technical safeguards for health care applications containing PHI. For more information please visit <https://www.mutuohealth.com/security> or <https://tali.ai/privacy-policy>

### **Does the software meet security requirements for PHI?**

Mutuo Health and Tali AI adhere to Canadian data privacy standards such as the Personal Information Protection and Electronic Documents Act (PIPEDA) and SOC 2 standards for secure data management practices.