AI Scribe Toolkit

NBMS- Practice Support

What are AI Scribe Technologies?

AI scribe technology involves the application of artificial intelligence within clinical practice, commonly used to streamline medical documentation.

These tools capture and transcribe real-time conversations between health-care providers and patients, minimizing the need for physicians to document during consultations, thereby reducing manual charting time and fostering more direct patient engagement.

Leveraging advanced AI models—including natural language processing, automatic speech recognition, and machine learning—these technologies interpret spoken dialogue, discern medical context, and recognize specialized terminology, with custom training tailored to the unique linguistic and technical demands of healthcare.

Position of the College of Physicians and Surgeons of New Brunswick:

- [College of Physicians and Surgeons of New Brunswick - Artificial Intelligence - interim guidance](#)

Implementation Considerations for the use of AI Scribe

Leading AI scribe tools go beyond reducing administrative workload; they can enhance the accuracy of patient records and elevate the quality of physician-patient interactions.

Selecting the right tool, however, requires a tailored approach, as no single solution fits all practices. Carefully assessing your clinic's unique needs is essential to choosing a tool that aligns with those demands.

The following steps offer guidance for implementing an AI scribe in your practice.

While these steps need not be sequential, some may be addressed concurrently to optimize the process and ensure smooth integration with clinic workflows.
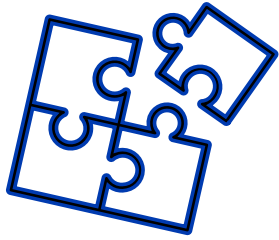
Compatibility with Your Practice Environment:

- Evaluate the specific demands of your practice when selecting an AI scribe.
- If you frequently work across multiple locations, consider a tool compatible with mobile devices to improve flexibility and efficiency.
- Additionally, account for your clinic's operating system (Mac vs. Windows) and technical setup (download vs. web-based), as this may narrow your options.
- Consulting with your EMR provider to identify compatible AI scribe options can also help ensure smooth integration.

Patient Demographics and Language Needs:

- Examine the linguistic and cultural diversity of your patient population. If many patients are non-native English speakers, prioritize an AI scribe with robust capabilities in handling various accents or that supports multiple languages.
- This feature not only enhances communication and documentation accuracy but also promotes ethical, inclusive care.

Customizable Documentation Needs:

- Consider your clinic's documentation practices. If you rely on varied note formats, choose an AI scribe that supports customizable templates rather than fixed options.
- A tool offering user-friendly customization with minimal setup costs can simplify adaptation to your clinic's unique workflow.

What are the Available Solutions:

- Explore the range of AI scribe tools on the market.
- Using your clinic's specific needs as a guide, identify tools that are well-suited and compliant with privacy and security standards.
- Review each option's features and capabilities thoroughly to select the one that best aligns with your practice's requirements.

Consult with Peers:

- Connect with colleagues in your specialty who have adopted the AI scribe tools you're considering.
- Their firsthand experiences can offer valuable insights into the tool's effectiveness, integration ease, and workflow impact.
- Peer feedback often reveals practical aspects that go beyond vendor claims, helping you assess how well the tool performs in similar clinical environments, considering factors like patient types and practice routines.
- Additionally, reach out to the New Brunswick Medical Society's Practice Support team for guidance in selecting an appropriate product.

Schedule Vendor Demos:

- Arrange demo sessions with vendors to see the AI scribe tools in action. Prepare a list of questions and scenarios based on your clinic's needs to test the tool's functionality and relevance.
- This should provide a practical understanding of each tool's capabilities and relevancy for your own situation.
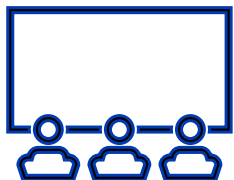
Inquire Thoroughly and Review Terms of Service:

- During a demo, ask specific questions about the tool's performance and features that are relevant to your practice.
- If the initial responses are unclear or inadequate, follow up with the vendor to ensure your concerns are properly addressed.
- Carefully review the terms of use and seek expert advice if you have any uncertainties.

Request a Free Trial Period:

- Request a trial period from vendors to test the AI scribe tool within your clinic's environment, involving staff and colleagues for a thorough assessment.
- This trial can reveal how effectively the tool meets your needs and integrates with existing systems.
- If using a free trial, ensure you review the terms and conditions before continuing to use the tool after the trial ends.
- Be careful of the security compliance of free trial tools that may differ from a paid version.

Obtain Patient Consent:

- Notify your patients about the use of AI scribe technology, addressing potential risks such as errors and privacy concerns.
- Secure informed consent before recording any clinical encounter and establish a clear process for managing consent.
- This should include determining who will collect consent, how it will be documented (e.g., in the EMR), and the protocol for handling situations where a patient withdraws consent. For guidance on obtaining proper consent, contact or consult a privacy/legal expert for tailored advice.
- For further details on patient consent refer to the relevant provisions found in the Personal Health Information Privacy and Access Act (PHIPA) and consent guidelines from the College of Physicians and Surgeons of New Brunswick linked directly below.

  - College of Physicians and Surgeons of New Brunswick: www. https://cpsnb.org/en/physicians/medical-act-regulation/code-of-ethics

 - Information Privacy and Access Act (PHIPA): https://laws.gnb.ca/en/document/cs/P-7.05

Start Small and Gradually:
- Implement the AI scribe tool on a small scale by first testing it with a select group of patients.
- Since adopting new technology takes time to streamline, adjust your schedule to allow for the integration of updated workflows.
- Starting with a short-term contract with the vendor can offer flexibility in case changes are needed.
- This phased approach will help minimize disruption and provide the opportunity for adjustments as necessary.

Continuous Evaluation and Feedback:
- After implementation, regularly assess the tool's performance and its impact on your practice.
- Identify any areas for improvement and reach out to your vendor or NBMS Practice Support for assistance in optimizing the use of the AI scribe tool.
- Engage with peers who are using similar tools and stay in communication with the vendor as necessary.
- This proactive approach will ensure that you and your team use the tool efficiently and address any issues promptly.
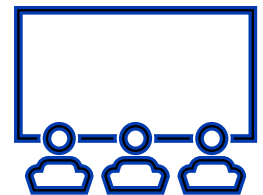
Doctors of BC. Practical considerations for using an AI scribe. Accessed July 8, 2025.
https://www.doctorsofbc.ca/advice-support/doctors-technology-office/practical-considerations-using-ai-scribe

Privacy and Security Considerations for Implementing AI Scribes

The AI scribing industry remains largely unregulated, with guidance still evolving. Physicians must ensure that any AI scribe technology they adopt complies with current industry security standards and takes necessary measures to protect patient data.

Physicians are responsible for maintaining patient privacy and confidentiality, ensuring that appropriate safeguards are in place to protect sensitive information.

The College of Physicians and Surgeons of New Brunswick has released interim guidance to help promote responsible use of AI (also listed above):

- https://cpsnb.org/en/physicians/professional-standards2/professional-standards/1036-artificial-intelligence-interim-guidance

In addition, the Canadian Medical Protective Association has provided answers to frequently asked questions pertaining to the use of AI Scribes in clinic settings:

- https://www.cmpa-acpm.ca/en/advice-publications/browse-articles/2023/ai-scribes-answers-to-frequently-asked-questions
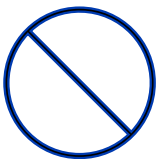
Some Important Considerations

Ensure you understand the Terms of Use and Privacy Policy of the AI Scribe tool.

Consider seeking general advice from a legal expert for your specific needs and questions.

Request security certifications from the vendor and ensure you fully understand how personal patient data is stored, accessed, and transmitted.

Develop a clinic AI policy to establish secure usage standards across providers and to identify situations where AI may not be suitable for use.

Limitations of AI Scribe

AI tools have inherent limitations that require physicians to review and, if necessary, correct AI-generated documentation to ensure safe and responsible usage.

Below are some key limitations and corresponding mitigation strategies to consider.

Limitations Include:

Inaccurate Information: AI-generated content may include false or inaccurate details (referred to as Hallucination).

- Mitigation strategy: Manually review and edit AI-generated notes for accuracy, and report inaccuracies to the developer for model improvement.

Contextual Misinterpretation: AI may misinterpret complex medical conversations due to lack of context.

- *Mitigation strategy:* Manually review and edit AI-generated text to ensure contextual accuracy.

Accent and Dialect Recognition: AI may struggle with accurately transcribing speech from diverse accents or dialects.

- Mitigation strategy: Speak clearly, possibly at a slower pace, to improve recognition. Report any accent-related issues to the developer to refine AI training. Thoroughly check notes for correctness.
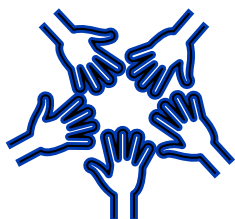
Interoperability Issues: AI tools might face challenges integrating with existing EMR systems.

- Mitigation strategy: Choose AI tools known for EMR compatibility and those that offer simple workflows that integrate easily with your EMR.

Continuous Learning and Adaptation Needs: AI models must be updated to align with new medical knowledge and practices.
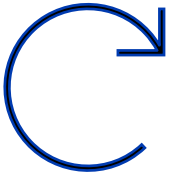
- Mitigation strategy: Engage with the AI vendor to provide feedback on the clinical relevance and accuracy of the tool.

Environmental Challenges: Background noise and poor acoustics can hinder the accuracy of AI's speech recognition.

- Mitigation strategy: Use noise-reducing microphones and improve room acoustics. Repeat or clarify key points when needed to ensure accuracy.

Biases in Training Data: AI may reflect biases based on its training data, influencing its outputs.
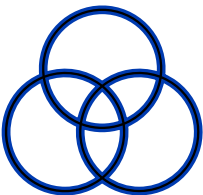
- Mitigation strategy: Be vigilant for potential biases, carefully review AI-generated notes, and report any suspected biases to the developers for correction.

For More Information

For more detailed information—such as how AI scribes' function in clinical settings, a list of pre-approved vendors, and specifics around privacy, security, and EMR integration, you can visit the AI Scribe Program | Canada Health Infoway

To view a list of approved OntarioMD vendors visit the Ontario AI Scribe Program