

# AI Clinical Notes Starter Toolkit for Private Healthcare Clinics

## 9 Questions to Ask Before Choosing an AI Scribe for Your Clinic

AI clinical notes tools can help reduce administration and improve documentation workflows, but it is important to understand how the technology handles sensitive healthcare information. Use this checklist when evaluating an AI scribe for your practice.

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## 9 Questions to Ask Before Choosing an AI Scribe

### 1. Is the software designed for healthcare?

Healthcare documentation is different from general note-taking.

#### Ask:

- ☐ Is the AI tool designed specifically for healthcare professionals?
- ☐ Does it support clinical documentation workflows?
- ☐ Does the company understand the needs of private healthcare clinics?

### 2. How does the software handle client information?

Before introducing AI, understand how your information flows through the system.

#### Ask the software provider:

- ☐ What information is processed?
- ☐ Why is it processed?
- ☐ Where is data stored?
- ☐ Is any information shared with third parties?

### 3. Is consultation data used to train AI models?

This is an important question to ask any AI provider.

#### Confirm:

- ☐ Whether consultation information is used to train AI models
- ☐ Whether your client data is kept separate from AI development processes

### 4. Does the practitioner stay in control of the clinical record?

AI should support documentation, not make clinical decisions.

**Check:**

- ☐ Are AI-generated notes reviewed before being added to records?
- ☐ Can practitioners edit and correct notes?
- ☐ Does the practitioner approve the final version?

**5. What security measures are in place?**

Healthcare information is sensitive and requires appropriate protection.

**Ask:**

- ☐ How is data protected?
- ☐ Who can access the data?
- ☐ Are security processes documented?

**6. Does the provider offer training and support?**

Introducing AI is about more than choosing software.

**Ask:**

- ☐ Is onboarding included?
- ☐ Is training available for new staff?
- ☐ Is ongoing support available if we need help?
- ☐ Are there guides or resources to help us use AI confidently?

**7. Can you explain AI use to your clients?**

Transparency helps maintain trust.

**Consider:**

- ☐ Whether your privacy information needs updating
- ☐ Whether your team understands how the tool should be used
- ☐ How you would explain the use of AI during consultations

**8. Does the software create clinical notes or just transcripts?**

Not all AI tools are the same.

**Check:**

- ☐ Does the software simply convert speech into text?
- ☐ Does it create structured clinical notes?
- ☐ Does it fit your existing documentation workflow?

**9. What happens if something goes wrong?**

A responsible AI provider should have clear processes in place.

**Ask:**

- ☐ How are errors handled?
- ☐ How can you report concerns?
- ☐ How does the company monitor and improve the software?

## Are you ready to introduce AI into your clinic?

Choosing the right software is only part of the process. Before introducing an AI clinical notes tool, consider how it will fit into your everyday workflows.

### Make sure you:

- ☐ Have a plan for introducing the technology to your team
- ☐ Feel confident answering client questions about AI use
- ☐ Have agreed when and how AI notes will be used
- ☐ Feel confident your team understand how to review and approve AI-generated notes
- ☐ Have updated any internal processes or privacy information
- ☐ Have given practitioners time to learn and test the software
- ☐ We have a process for collecting feedback from users

## Privacy Notice Prompts

If you're introducing AI clinical notes, these are the topics your privacy notice should cover. For example:

### EXPLAIN THAT AI IS USED

#### Example wording

"We use AI-assisted software to help our clinicians prepare clinical notes during consultations. The technology supports documentation only. All clinical notes are reviewed and approved by the treating healthcare professional before becoming part of your clinical record."

### EXPLAIN WHY YOU USE IT

#### Example wording

"We use AI-assisted documentation to improve the efficiency of clinical record keeping and reduce administrative time, allowing clinicians to spend more time focusing on client care."

### EXPLAIN HUMAN OVERSIGHT

#### Example wording

"AI-generated notes are reviewed, edited where necessary and approved by your clinician before they are saved to your clinical record."

Notice that these are examples, not instructions.

The wording above is provided as an example only and should not be treated as legal advice. Every clinic is different, so your privacy notice should accurately reflect how your organisation uses AI and processes personal data. If you're unsure, seek independent legal or data protection advice before making changes.

## Questions your team should be able to answer

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\*Note\* These questions and answers are examples only, to illustrate the kind of questions practitioners may be asked by clients that they should confidently be able to answer. Each clinic's response to any questions on their use of AI should be lead by their own personal usage, policies and software.

### **"Is AI writing my notes?"**

#### **Example:**

#### **Q: Is AI writing my medical records?**

AI helps our clinicians prepare their notes more efficiently. Your clinician reviews and approves every note before it becomes part of your clinical record.

### **Q: Is my information safe?**

We only use software that is designed for healthcare and takes data protection seriously. Your clinician remains responsible for your clinical record.

### **Q: Is the AI making clinical decisions?**

#### **Example:**

No. AI only helps prepare a draft clinical note. It does not diagnose, recommend treatment or make clinical decisions. Your clinician remains responsible for reviewing and approving the final record.

### **Q: Will AI replace my clinician?**

#### **Example:**

No. AI is used to reduce administration, not replace healthcare professionals. Your clinician still leads the consultation, makes clinical decisions and remains responsible for your care.

### **Q: Can I ask not to have AI used during my appointment?**

#### **Example:**

If a client asks, your team should be able to explain your clinic's approach and discuss any concerns. Your policy should be applied consistently and in line with your own procedures.

### **Q: Does AI store recordings of my consultation?**

#### **Example:**

This depends on the software being used. Your team should understand how your chosen AI tool handles consultation information so they can answer this confidently.

## 5. Helpful resources

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[Information Commissioner's Office \(ICO\) – Guidance on AI and data protection](#)

[ICO – AI and Data Protection Risk Toolkit](#)

[AI Clinical Notes and GDPR: What Private Healthcare Clinics Need to Know](#)

[PPS Scribe AI](#)

[Contact PPS for a free demo or onboarding session](#)

### Thinking about introducing AI clinical notes?

The best way to understand how AI fits into your clinic is to see it in practice. With PPS Scribe, every practitioner receives 3 free AI sessions each week, making it easy to explore ambient AI without any upfront commitment.

If you'd like help getting started, we also offer free bespoke online tuition, so your team can learn how to use PPS Scribe confidently and ask questions in a live session.

[Book a free online tuition session](#)

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