

# AI scribes and BC privacy law: obligations for organizations



Before adopting an AI scribe, learn about your organization's obligations under BC's *Personal Information Protection Act*. PIPA applies to organizations, such as private clinics, family practices, specialist offices and private health services.



## THE POTENTIAL

AI scribes could improve the patient-provider relationship and lessen administrative burdens for clinicians.



## THE RISKS

More privacy invasive, less obvious to patients, raises accuracy and secondary use concerns.

## Key requirements under PIPA



### PIPA AUTHORIZATION REQUIRED

Organizations can only collect, use, or disclose personal information if PIPA authorizes it.



### REASONABLE PERSON TEST

Every collection, use, and disclosure must be for purposes a reasonable person would consider appropriate.



### CONSENT AND RIGHT TO WITHDRAW

Express verbal or written consent must be obtained before first use. Patients can withdraw consent at any time with no change to care. Employee consent is also best practice.



### WATCH FOR FUNCTION CREEP

Capabilities of tools may expand over time – each new use must be re-examined for PIPA compliance and may require updated consent.



### ORGANIZATIONS REMAIN RESPONSIBLE

Organizations are responsible for the accuracy of what enters patients' records and for what is done with patients' personal information. Human review of all AI-generated content is mandatory before clinical use.



### SECURITY, ACCESS, AND RETENTION

Physical, technical, and administrative safeguards are required. Patients have the right to access and correct their information. Delete voice recordings after transcription.