

AI tools and patient privacy at the front desk

AI tools like ChatGPT, Gemini and Copilot are useful for everyday writing. They are not the place for patient information. Pin this up where your team works.

NEVER PASTE INTO A PUBLIC AI TOOL

- Patient names, dates of birth or addresses
- Health card, insurance or policy numbers
- Chart notes, treatment plans or medical history
- X-rays, intraoral photos or scans
- Phone numbers or emails tied to a patient
- Screenshots of your practice software

FINE, WITH CARE

- A general recall or reminder template
- A job posting or office policy draft
- Rewording an email with no patient details
- Explaining a procedure in plain language, generically
- Translating a general notice for the waiting room

BEFORE ANY AI TOOL TOUCHES PATIENT INFORMATION, ASK THE VENDOR

- 1 Is there a written agreement covering patient information?**
A free account's terms are not an agreement with your clinic.
- 2 Where is the data stored, and for how long?**
Can you delete it on request?
- 3 Is it used to train their AI models?**
The answer should be no.
- 4 Who at the vendor can see it, and is that access logged?**

IF SOMETHING WAS PASTED BY MISTAKE

- Tell your clinic's privacy contact the same day. Don't try to fix it quietly.
- Ontario's health privacy law (PHIPA) has rules on notifying patients, and in some cases the Information and Privacy Commissioner, when information is used or disclosed without authority.
- The Commissioner's guidance for health care is at [ipc.on.ca](https://www.ipc.on.ca).



Hear a demo call: demo.bbidental.ca · hello@bbidental.ca · (647) 303-0770

Prepared by BB Dental, a service of Interop System, Toronto. General guidance, not legal advice.