Introduction to Ambient Listening

I'm Dr. Mike Daniels from We Treat Feet Podiatry. Today I'd like to take a moment to discuss AI for clinical documentation or what's often called ambient listening technology.

Benefits of AI for Clinical Documentation

Documentation continues to be the one thing that plagues most doctors and anything that can make it easier would improve flow and therefore allow us to provide better patient care.

AI has the promise to help, however there are problems and sometimes it's prone to errors or, what we call, hallucinations. This is where it will just make up things that simply aren't there.

It also will make mistakes.

Risks of Hallucinations and Errors

For example, if you run through a patient's medicine list, it might decide that's prescription drug management, despite the fact that you were just reviewing that the list was correct.

To safeguard against this, there's a few things you can do. The most obvious is to reread all the material before it's moved into the electronic medical record.

Safeguards and Clinical Oversight

Remember that AI should also not replace our clinical judgment, so we need to make sure that we're checking that information being put in there is correct, The other thing is that you can train the AI systems, or at least most AI system, on your own voice or your documentation, which will help to minimize the hallucinations.

So the safest practice to use AI as a tool, but to be efficient and always be subject to professional oversight, careful validation, and to make sure you're putting accurate information in the medical record.