AI with Care: Navigating Generative Tools in Healthcare - I.E. edition

A 90-minute instructor-led course on ethical, compliant, and effective AI use in clinical and administrative settings

Participant guide

Learning objectives

By the end of this training, you will be able to:

- Identify appropriate use cases for generative articifcial intelligence (GenAI) in Irish healthcare settings, including clinical documentation, patient communication, and administrative workflows.
- Recognise key risks and ethical considerations associated with AI use, including data privacy, bias, explainability, and human oversight.
- Apply General Data Protection Regulation (GDPR) principles and Health Service Executive (HSE) data governance standards when evaluating or deploying AI tools that interact with patient or staff data.
- Interpret the EU AI Act classification system and assess whether a generative AI tool may be considered high-risk under proposed regulations.
- Use the Responsible AI Checklist to evaluate AI tools and workflows for compliance, safety, and operational fit.
- Develop an action plan for responsible AI adoption, tailored to their role and department, including communication strategies and escalation pathways.

Module 5: Best practices and action planning
Responsible AI checklist

🔒 Data Privacy & Security	☐ Handles PHI or personal data appropriately ☐ Complies with GDPR ☐ Uses encryption, access controls, and audit trails ☐ Documents patient consent when required
🧠 Human Oversight	☐ Includes human review of AI outputs ☐ Allows override or correction ☐ Defines clear roles for oversight
📄 Transparency & Explainability	☐ Explains how AI decisions are made ☐ Communicates limitations and intended use ☐ Labels AI-generated content when needed
⚖️ Fairness & Bias Mitigation	☐ Tests for bias across patient populations ☐ Prevents discriminatory outcomes ☐ Incorporates diverse user feedback
🛠️ Reliability & Accuracy	☐ Trained on high-quality, clinically relevant data ☐ Validated against human standards ☐ Includes error reporting and correction process

Module 5: Best practices and action planning

📋 Regulatory Alignment	Meets EU AI Act classification Tracks updates for compliance audits Aligns with HSE or institutional policies
🧩 Integration & Workflow Fit	Integrates with existing systems (EHR, scheduling) Staff are trained for responsible use Issues have a clear escalation pat
🗣️ Patient Communication	Reviews AI-generated messages before delivery Uses clear, empathetic language Informs patients when AI is involved

Module 5: Best practices and action planning
Action planning worksheet

🩺 My role and AI touchpoints	✎ What is your role? ✎ Where does AI show up in your workflow? _____ _____
⚠️Top three risks or opportunities I noticed today	✎ What stood out to you in this training? _____ _____
✅ My commitments	✎ List 2–3 actions you'll take in the next 30 days. • _____ • _____ • _____
💬 Team conversation starter	✎ What's one question or idea you'll bring to your next team meeting? _____ _____

Appendix: Glossary

AI	Artificial Intelligence — computer systems that simulate human intelligence, including learning, reasoning, and generating content.
PHI	Protected Health Information — any identifiable health data governed by GDPR.
GDPR	General Data Protection Regulation — EU law that regulates the processing of personal data and ensures privacy rights.
HSE	Health Service Executive — Ireland’s national public health system responsible for delivering healthcare services.
EHR	Electronic Health Record — a digital version of a patient’s medical chart, including history, treatments, and diagnostics.
EU AI Act	European Union Artificial Intelligence Act — proposed regulation that classifies and governs AI systems based on risk level.
SaMD	Software as a Medical Device — software intended for medical purposes that may be regulated by EU authorities.