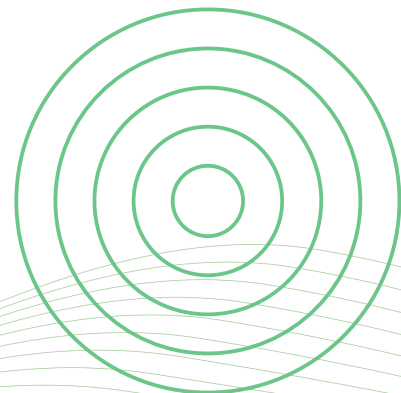




AI with Care: Navigating Generative Tools in Healthcare - U.S. edition

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:




- Define generative artificial intelligence (GenAI) and identify its current applications in healthcare, including documentation, patient communication, diagnostics, and administrative workflows.
- Recognize ethical risks and regulatory considerations associated with GenAI: Health Insurance Portability and Accountability Act (HIPAA), Food and Drug Administration (FDA) guidance, and Protected Health Information (PHI) handling.
- Analyze real-world scenarios to evaluate responsible and unsafe uses of GenAI using guided case studies to assess bias, misinformation, and oversight gaps.
- Apply a Responsible AI Checklist to assess tools and workflows in their own roles including safeguards for transparency, explainability, and human review.
- Develop an action plan for integrating ethical AI practices into daily healthcare operations tailored to role-specific responsibilities (e.g., clinician, information technology [IT], compliance officer).

Module 5: Best practices and action planning

Responsible AI checklist


 Data Privacy & Security	Handles PHI or personal data appropriately Complies with HIPAA 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 FDA requirements 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 path
 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? <hr/> <hr/>
 Top three risks or opportunities I noticed today	 What stood out to you in this training? <hr/> <hr/>
 My commitments	 List 2–3 actions you'll take in the next 30 days. <ul style="list-style-type: none">• <hr/>• <hr/>• <hr/>
 Team conversation starter	 What's one question or idea you'll bring to your next team meeting? <hr/> <hr/>

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 HIPAA in the U.S.
HIPAA	Health Insurance Portability and Accountability Act — U.S. law that protects patient privacy and governs health data security.
EHR	Electronic Health Record — a digital version of a patient’s medical chart, including history, treatments, and diagnostics.
FDA	Food and Drug Administration — U.S. agency that regulates drugs, medical devices, and AI tools used in clinical decision-making.
SaMD	Software as a Medical Device — software intended for medical purposes that may be regulated by the FDA.