Setting up Empathia for use in Northern Health

Northern Health (NH) has approved the Empathia AI Ambient Scribe for use in NH-operated clinical settings. Access and sign-up for the web tool through the vendor's website.
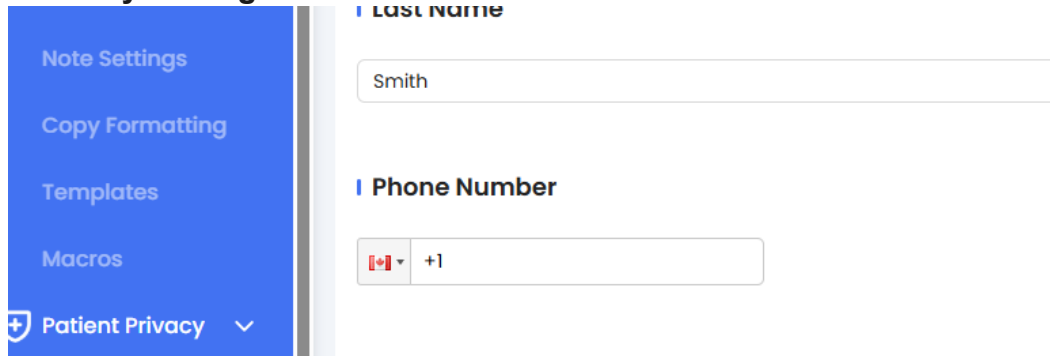
Medical staff may directly license, fund, and contact Empathia directly for support their using their online chat, support@empathia.ai or visit Empathia IT Support.

To ensure appropriate set-up and use of Empathia, please complete the following:

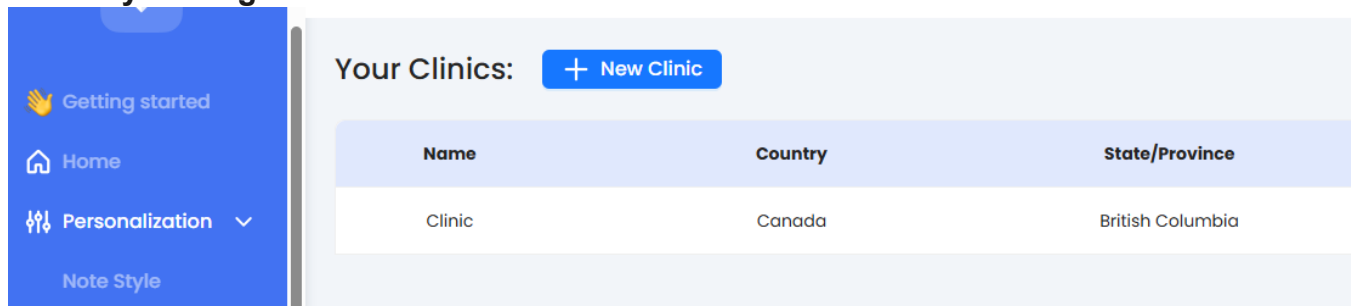## 1. Canadian Residency – ensure set to Canadian version

For Empathia data to remain within Canada, the Canadian version must be used.

Go to **My Settings > Profile > Phone Number**

- Ensure you've entered a Canadian phone number, and a Canadian flag is shown

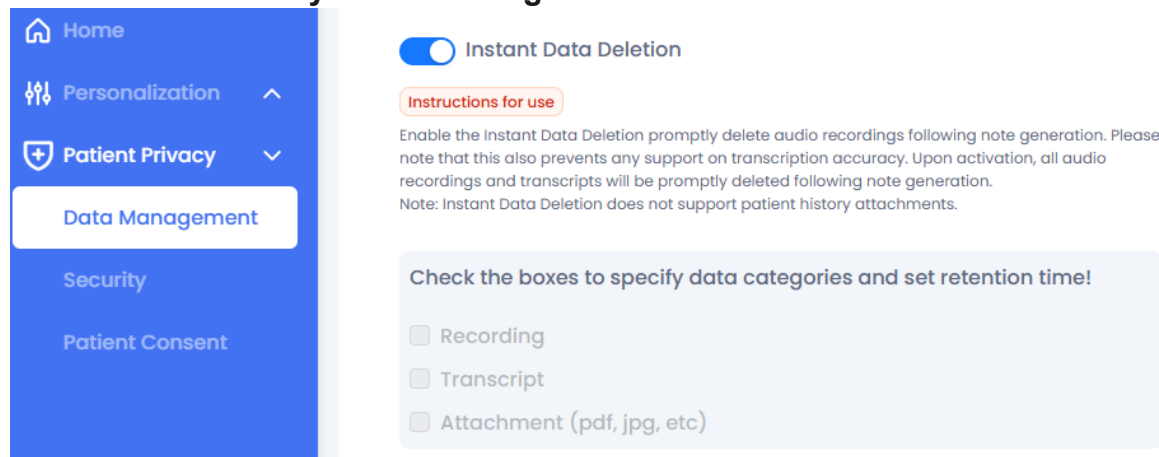Go to **My Settings > Clinic > + New Clinic**

- Ensure you've set-up a new clinic identified as being in Canada and British Columbia

2. Data Retention – set data retention instant deletion

<mark>Due to best practices, we highly recommend toggling on the feature for Instant Data Deletion. This promptly deletes audio recordings and transcripts following note generation and prevents any support on transcription accuracy.</mark>
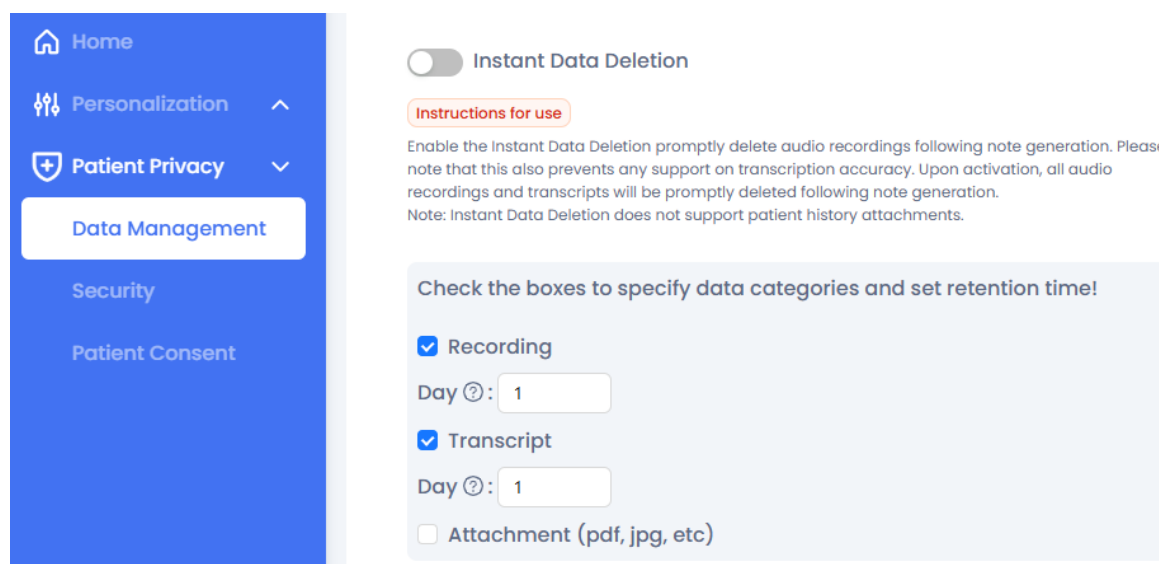
Go to **Patient Privacy > Data Management**

- You'll see an option to toggle: **"Instant Data Deletion"**
- Click the toggle to active the automatically deletion setting

<mark>Alternatively, if you want support on transcription accuracy, we recommend setting recording and transcript retention to 1-3 days only, and don't select any attachment retention.</mark>
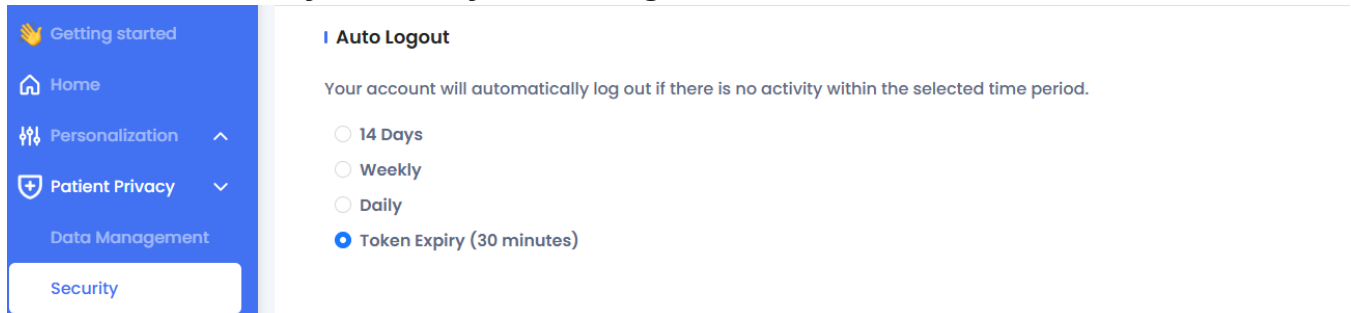

- Check the boxes for **Recording**, **Transcript** and **Attachment** – set each to **1-3 days**
- For more see: Changing Data Privacy Preferences

3. Auto Logout

<mark>Automatic account log out is a safe way to ensure your account remains secure and inaccessible to others. We recommend setting automatic logout after 30 minutes of inactivity.</mark>

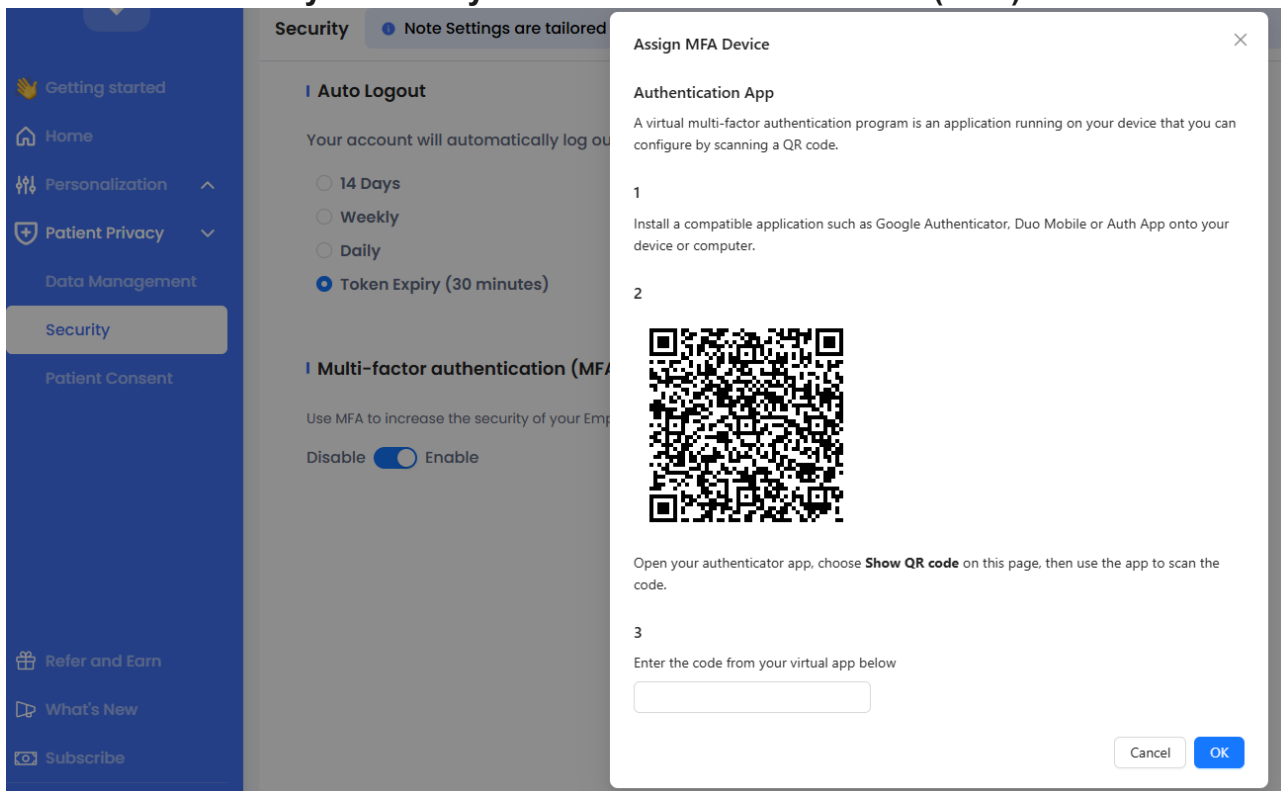Go to **Patient Privacy > Security > Auto Logout**

- You'll see a selection area – Token Expiry (30 minutes) – select this one
- For more see: Changing Data Privacy Preferences

4. Multi-factor Authentication (MFA)

<mark>MFA adds an extra layer of security to your Empathia account, helping to protect your data.</mark>

Go to **Patient Privacy > Security > Multi-factor authentication (MFA)**

- You'll see a toggle – Disable and Enable – now toggle to **Enable**
- Pop-up will come up with instruction on setting up using an app (Good Authenticator, Duo Mobile, Auth app). Download one of these on your phone
- Select Scan a QR code in the app and follow the steps
- For more see: Changing Data Privacy Preferences

5. Transcription Accuracy – no stored recordings

AI capabilities in Empathia may "hallucinate," misinterpret information, or introduce biases. Prior to cutting and pasting the documentation from Empathia, medical staff must review and edit the AI transcribed documentation before inclusion into digital patient records. Please ensure your data retention is set to instant deletion of auto recording.

6. Additional Notice – Automated Transcription

Given the potential adoption for use of Empathia in providing services to NH clients, an additional Notice (as below) is recommended to be shared with NH clients, at the start of each visit.

Automated Transcription Notice

Northern Health (NH) has adopted use of automated transcription technology to improve the delivery of health care for our clients.

The technology uses a secured and approved artificial intelligence technology to transcribe real-time conversation between an NH clinician and client during a health care session, there is no audio recording.

The medically relevant words spoken during the health care session are automatically drafted into clinical documentation, which the NH clinician reviews and confirms in advance of manually copying into the client health record.

Historically, the medically relevant content from a verbal conversation between a clinician and their client during a health care session has always been entered manually into the client's health record by the clinician.

The use of automated transcription is a modern update to this practice, to further support NH improvements to health care services.

How it works

Automated transcription uses an artificial intelligence (AI) tool called an AI scribe to assist NH clinicians with clinical documentation.

This technology translates our verbal conversation during a health care session into written words and generates a written summary. This allows us to focus more on you instead of taking notes.

The summary is used to create clinical documentation, and only medically relevant content is retained.

The documentation is reviewed and finalized by an NH clinician before adding it to your medical record. The technology does not make medical decisions - it only drafts notes.

The automated transcription solutions used at NH are subject to compliance reviews, to ensure your health information is protected as required by law.

All temporary transcription content is deleted once the final clinical documentation is saved.

If you have any questions about how it works, please ask your doctor.

If you have questions about how your personal information is being managed, please contact the NH Information Privacy Office at privacy@northernhealth.ca.