

ScribeBerry - Frequently Asked Questions

ScribeBerry is an Artificial Intelligence (AI)-Powered Medical Documentation Tool. This document is designed to provide you with information about ScribeBerry, software we intend to use during your medical consultation and care, and to seek your informed consent to its use. ScribeBerry is compliant with health privacy laws which are described below.

Client Consent

During every appointment where your provider plans to use ScribeBerry as a documentation support tool, they will request your verbal consent and will document your decision in your medical record.

What is ScribeBerry?

ScribeBerry is an application powered by an AI language model. It assists healthcare professionals in data collection and note-taking, generating clinical notes and letters, which in turn aids in client care. The application can process information provided in various forms, such as text, audio, and live patient conversations and generate notes for your provider. It may also involve a conversation with an autonomous doctor assistant (ADA), which is strictly used for note-taking and collection of health information by your healthcare provider.

Why is it being used?

The use of ScribeBerry is intended to improve the efficiency and accuracy of medical documentation, thereby freeing more time for your healthcare provider to focus on your care.

Data Processing, Confidentiality, and Security

While ScribeBerry assists in the process of notetaking and chart generation, it's important to note that the system may process sensitive health information provided during your consultation. The information processed by ScribeBerry is strictly used for the purpose of your ongoing medical care and is subject to strict data privacy regulations to ensure your information remains confidential.

Is my Personal Health Information (PHI) secure?

No personal health information submitted via the ScribeBerry application is used to train or improve any AI model. Security measures are fully compliant with The Personal Information Protection and Electronic Documents Act (PIPEDA) and The Personal Health Information Protection Act (PHIPA). Any data transfer is secure and encrypted.

What security measures are in place?

The ScribeBerry application communicates with the AI model over encryption grade security ensuring that all data requests and responses are encrypted. The third-party technologies include Microsoft Azure's OpenAI and/or Anthropic's Claude. These third party services may be utilized (independent of our own self-hosted service) depending on provider location, content-filtering policies, or data-storage policies in compliance with PIPEDA and PHIPA privacy laws.

No user data submitted is used to train any Large Language Model, whether third-party, or locally hosted by Scribeberry on Microsoft Azure. Scribeberry has a submitted Privacy Impact Assessment to the Office of the Information and Privacy Commission of Alberta, which is where this software was developed. Scribeberry has stringent business associate agreements with Microsoft Azure and with Anthropic to ensure data privacy compliance. No data is shared directly with OpenAI.

What are the potential risks?

While ScribeBerry is designed to improve the efficiency of your medical care, there are potential risks associated with its use. These include, but are not limited to, inadvertent errors in transcription or interpretation of your health information, and potential, though highly unlikely, breaches of data security. Please be assured that we have rigorous protocols in place to manage such risks. A more detailed Notice of Privacy Practices document can be found on the ScribeBerry website.

Please contact us at 613-269-3400 with any questions.