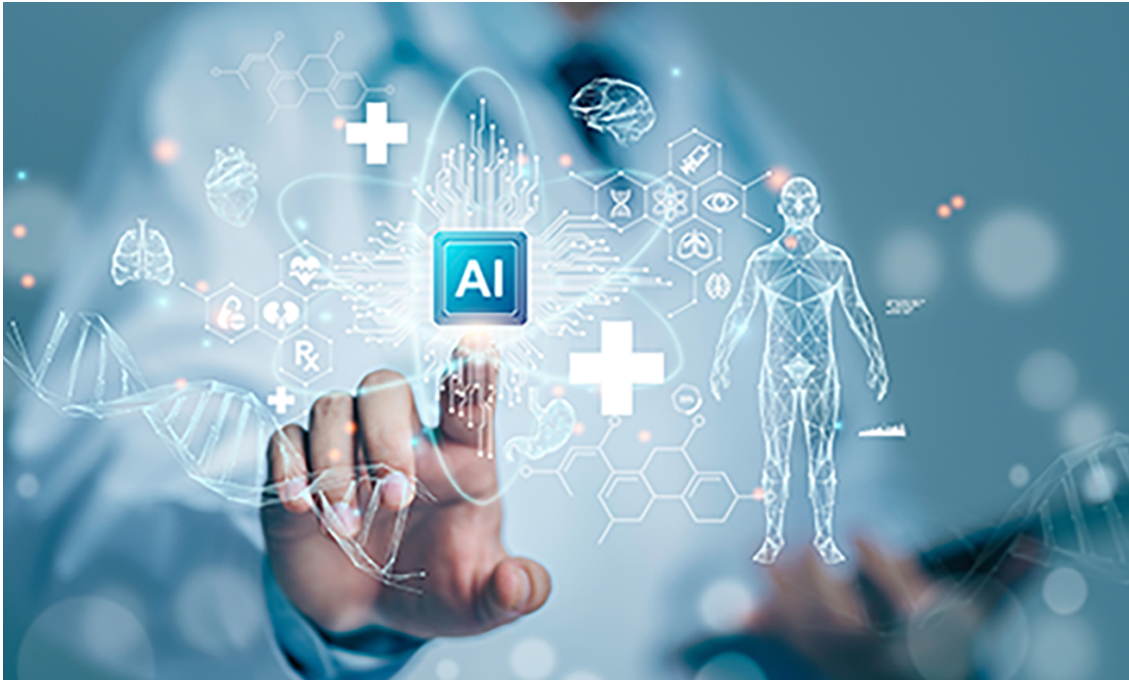


Harnessing AI for the Daily Demands of Medical Practice



By Elizabeth Woodcock, MBA, FACMPE, CPC

Nearly every health care media outlet features a headline about artificial intelligence (AI). Many readers turn the page, assuming this “futuristic” concept has no relevance to their medical practice or is too unknown or unsafe to use. If you’re in that camp, keep reading; you may be surprised at the opportunities and efficiencies that AI can offer.

Several basic AI platforms can be remarkably useful in a practice setting. Tools like [ChatGPT](#) or [Claude](#) offer free versions and reasonably priced professional plans that also help protect and secure your inputs. In seconds, these tools can:

1. Draft a staff script for managing conversations about past-due
2. Provide company names, contacts, and comparisons of mid-market telephone system
3. Compose a draft letter to patients announcing a partner’s upcoming

4. Develop a draft staff policy for personal grooming (e.g., hair, nails).
5. Produce sample social determinants of health screening questionnaires for adoption by the practice.
6. Create a draft job description for a newly established staff
7. Diagram a draft workflow for scheduling a surgery as a staff reference

To achieve these outcomes simply enter your request, provide context or key details, and specify instructions such as tone or level of formality.

Beyond these straightforward but time-consuming tasks, AI platforms can also support more sophisticated functions. These include designing provider and staff schedules, developing financial forecasts, building executive dashboards for partner meetings, and even creating accounts receivable work queues based on probability of collection.

Though AI brings a host of benefits, always keep safety and security in mind:

- Before using AI in your practice, consult your AI Use Policy and follow internal security and safety requirements. Not all platforms offer the same security levels.
- Remember that AI output should be carefully reviewed by a human and will likely require editing or final touches.
- Only use the AI platforms that have been approved by your practice or organization and follow best practices provided for each platform.

Safe and policy-adherent use of AI can bring a host of benefits to your practice. Start the conversation with your practice today to see if AI can help your practice run more efficiently and provide more opportunities for your resources.

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