I. Policy

Broadlawns Medical Center ("BMC") will inform patients, their families, and other stakeholders about BMC's use of artificial intelligence ("AI") technologies, including why, when, and how BMC uses AI; the type of patient information that can be collected, stored, and shared; the risks and ethical considerations associated with AI; safeguards BMC uses to reduce those risks; how patients, employees, and other stakeholders may provide feedback or report concerns regarding AI; and when and how an individual may request not to participate in an AI-enabled process or associated data collection.

BMC shall publish this policy on its public website, post this policy on its internal intranet, and provide this policy to patients and other stakeholders upon request.

BMC recognizes that AI technologies can support patient care, enhance operational efficiency, and improve the experience of patients and other individuals served by BMC. At the same time, AI may create risks involving privacy, confidentiality, cybersecurity, accuracy, bias, discrimination, transparency, patient safety, and the appropriate exercise of professional judgment. BMC is committed to the responsible, ethical, secure, and transparent use of AI. AI is intended to support, not replace, appropriate human judgment, clinical decision-making, and individualized consideration of the needs and circumstances of the people we serve.

II. Definitions

Artificial Intelligence or "AI" means computer-based technology designed to perform or assist with tasks that ordinarily involve human intelligence, judgment, analysis, communication, prediction, or content generation.

AI can include:

- Generative AI, which may create or summarize text, audio, images, software code, or other content; and
- Predictive, analytical, or other AI, which may evaluate information, identify patterns, make recommendations, assist with prioritization, or support workflows.

III. BMC's Use of AI

What does BMC use AI to do? BMC may use approved AI technologies when they can safely and appropriately improve the quality, accessibility, efficiency, accuracy, or effectiveness of services provided to our patients, staff, or community. BMC may use AI to assist with:

- clinical documentation and summarization;
- ambient documentation or transcription during patient encounters;
- accessing or summarizing clinical reference information;
- administrative and operational functions;
- drafting, editing, organizing, or summarizing information;
- analyzing data and identifying trends;
- quality improvement and patient safety activities;

- coding, billing, and revenue-cycle activities;
- scheduling and patient communications;
- cybersecurity and information technology;
- workforce and administrative functions; and
- other approved healthcare or business purposes.

Does BMC require its employees to obtain approval prior to using AI tools? BMC requires employees to obtain approval before using generative AI for their work and to utilize all AI technologies in conformance with BMC's Artificial Intelligence Policy C-0516.

What type of information is processed by AI? The information processed by an AI system depends upon its approved purpose and may include, as appropriate:

- information supplied by a patient or other individual;
- audio or conversation information when an approved ambient documentation technology is used;
- medical or health information;
- clinical documentation;
- demographic information;
- scheduling or administrative information;
- financial, billing, or insurance information;
- employee or workforce information;
- operational information; or
- information BMC has appropriately de-identified or aggregated.

BMC does not permit employees to enter protected health information ("PHI"), other individually identifiable information, or confidential BMC information into an AI tool unless BMC has specifically secured and authorized the tool and the particular use of the information.

How is information collected, stored, or shared? Whether information is collected, recorded, retained, or shared depends upon the particular AI technology and its approved use. Prior to approving an AI technology that will receive confidential or protected information, BMC evaluates the technology's privacy and security protections and implements appropriate contractual, confidentiality, security, and HIPAA protections. When a vendor creates, receives, maintains, or transmits PHI on BMC's behalf and is a HIPAA business associate, BMC requires an appropriate Business Associate Agreement which includes limitations and protections on AI use. BMC limits AI-related collection, use, retention, and disclosure of identifiable information to what is reasonably necessary and appropriate for the approved purpose and consistent with applicable law, BMC policies, contractual requirements, and BMC's Notice of Privacy Practices.

IV. Risks and Ethical Considerations

BMC recognizes that AI technologies are not error-free. Depending upon how an AI technology operates and is used, potential risks may include:

- Accuracy. AI may produce incorrect, incomplete, outdated, misleading, or fabricated information.
- Bias and discrimination. AI may reflect or amplify biases present in its design, algorithms, or underlying data and may perform differently among populations.
- Privacy and confidentiality. Information submitted to an AI system could be improperly accessed, used, retained, or disclosed.
- Cybersecurity. AI systems can create or be subject to new cybersecurity risks.
- Lack of transparency. It may not always be possible to fully explain how a complex AI system arrived at a particular output or recommendation.
- Overreliance on technology. Excessive reliance upon AI can interfere with independent professional judgment.
- Patient safety. Incorrect or inappropriate AI output could negatively affect care if relied upon without appropriate human review.
- Autonomy and trust. Patients and other individuals should receive appropriate information about material uses of AI that directly affect them and, when appropriate, have an opportunity to express concerns or preferences.
- Intellectual property. AI-generated or AI-assisted material may create copyright, ownership, licensing, or attribution concerns.

BMC will consider these risks when deciding whether and under what circumstances an AI technology is appropriate.

V. Safeguards and Human Oversight

BMC uses safeguards designed to reduce the likelihood that AI will cause unintended or inappropriate consequences. Depending upon the nature and risk of the AI use, safeguards include:

A. Prior Approval and Risk Review

AI technologies used for BMC business must be appropriately reviewed and approved before use in conformance with BMC Policy C-0516. Review may include representatives from Information Technology, Information Security, Privacy, Legal, Compliance, clinical leadership, Quality, Finance, Human Resources, and other relevant areas.

B. Privacy and Security

BMC applies appropriate administrative, technical, contractual, and physical safeguards to protect confidential information and PHI. Employees may not place PHI or other sensitive information into an unauthorized AI application.

C. Human Oversight

AI does not replace BMC's responsibility for the services it provides. AI output should not substitute for professional judgment when human evaluation is appropriate. Healthcare professionals remain responsible for their clinical decisions and documentation. AI-generated clinical documentation must be reviewed for accuracy and completeness by the responsible provider before it becomes part of the medical record.

D. Accuracy and Validation

Individuals using AI are expected to appropriately review AI-generated information before relying upon or distributing it.

E. Bias and Fairness

BMC will consider the potential for bias, discrimination, health inequity, or disparate impact when approving and monitoring AI systems, especially when an AI system could materially affect patient care, access to services, employment, or another consequential decision.

F. Vendor and Contractual Controls

Where appropriate, BMC evaluates AI vendors' privacy, security, confidentiality, data-use, retention, and other contractual terms before implementation.

G. Monitoring

BMC may monitor an approved AI technology following implementation and may restrict, suspend, modify, or discontinue its use if BMC identifies concerns regarding safety, privacy, compliance, accuracy, effectiveness, bias, security, or other unintended consequences.

VI. Feedback, Concerns, and Reporting Negative Impacts

BMC seeks feedback on its AI use and encourages patients, family members, employees, healthcare professionals, and other stakeholders to share any concerns involving the use of AI at BMC. A person may report:

- an inaccurate or misleading AI-generated result;
- concern that AI adversely affected their care or services;
- suspected bias or discrimination;
- a concern regarding privacy, confidentiality, or data security;
- an unexpected or harmful outcome;

- inappropriate reliance upon AI;
- a request that BMC reconsider how AI is being used; or
- any other concern regarding BMC's use of AI.

Any person may report concerns about BMC's AI use by contacting:

- BMC's Patient Advocate at (515) 282 – 2323; · BMC's Privacy Officer at (515) 282 – 2529 or privacy@broadlawns.org;
- BMC's compliance hotline at (515) 282 – 5647; or
- BMC's Information Security Officer at (515) 282 - 5671

Reports will be directed to the appropriate department for review and investigation. Depending upon the circumstances, BMC may suspend or modify use of an AI technology during an investigation and may take corrective or remedial action when appropriate. BMC prohibits retaliation against an individual for making a good-faith complaint or raising a good-faith concern regarding the use of AI.

VII. Right to Ask Questions and OPT Out

BMC recognizes that individuals should have meaningful information regarding AI technologies that materially affect their interactions with BMC.

A. Asking About AI

Patients and other individuals may ask whether AI is being used in connection with their care or services and may request available information about the purpose of the technology and its use of their information.

B. Requesting an Alternative

AI Ambient listening/scribing. Prior to utilizing an AI ambient listening or scribing tool, a BMC provider must inform the patient of the use of the tool and obtain verbal consent from the patient or the patient's representative. A patient must be provided an opportunity to opt-out of the provider's use of the AI tool for that patient encounter.

C. Other AI tools

When an AI-enabled process is optional and a reasonable non-AI alternative is available, an individual may request that BMC not use the AI technology in connection with that interaction, including associated data collection. BMC will honor an opt-out request when required by law or BMC policy and will otherwise make reasonable efforts to accommodate a request when doing so does not materially interfere with the provision of safe and effective care, legal or regulatory requirements, security requirements, or hospital operations.

D. Limitations

Some technologies incorporate automated features or AI into routine administrative, cybersecurity, safety, or clinical-support functions for which an individualized opt-out may not be feasible or required. When an individualized opt-out is unavailable, BMC will provide an explanation when appropriate and will consider whether reasonable alternatives exist