

# FAQ for Patients: How Autochart.ai Protects Your Privacy and Enhances Your Care

If your provider uses Autochart.ai during your visit, here's what you need to know about its impact on your data privacy and security.

## 1. What is Autochart.ai, and how does it work?

Autochart.ai is an AI-powered medical assistant that helps healthcare providers efficiently and accurately document patient information. During your appointment, Autochart.ai listens to your conversation and automatically generates medical notes, referrals, communications, and more.

This enables your provider to focus fully on you during the visit, while reducing the time spent on paperwork. By streamlining the documentation process, Autochart.ai enhances note quality, improves accuracy, and elevates your overall care experience.

## 2. Do I have to give consent?

Yes. Your consent is crucial. All clinicians are encouraged to obtain consent before using Autochart.ai during your appointment. You can withdraw your consent at any time without impacting your right to receive care.

## 3. What should I expect during an appointment with Autochart.ai?

You'll notice that your provider focuses more on you without being distracted by note-taking. Autochart.ai works in the background, capturing and transcribing your consultation accurately. This allows for:

- Improved eye contact and communication.
- More personal and engaging care.
- Efficient documentation without delays.

## 4. Is Autochart.ai secure, and what measures are in place to protect my data?

Yes, Autochart.ai prioritizes the privacy and security of your data. We comply with HIPAA, GDPR, and PIPEDA, meeting stringent privacy regulations across Canada, the US, and Europe.

**Voice recordings are never stored:** All recordings are transcribed in real-time and immediately deleted.

**Comprehensive Canadian compliance:** We adhere to privacy laws, including BC PIPA, Ontario PHIPA, and Quebec Law 25.

**Partnership with Mirai Security:** As our Canadian cybersecurity partner, Mirai Security helps us maintain the highest data protection standards.

**Rigorous testing:** We conduct regular penetration testing, vulnerability scans, and assessments to identify and address risks.

**Risk assessments:** We have performed Threat Risk Assessments and Privacy Impact Assessments to ensure compliance and data safety, particularly in Ontario.

**Limited access:** Only authorized healthcare providers can access your data.

**Encrypted and secure storage:** Your data is protected with industry-leading encryption and secure protocols.

For more information, visit our [Trust Center](#).

## **5. Can I request not to have Autochart.ai used during my visit?**

**Absolutely.** If you prefer not to have Autochart.ai active during your appointment, simply let your healthcare provider know. We value your comfort and preferences.

## **6. Does having Autochart.ai increase the cost of my visit?**

**No,** using Autochart.ai does not increase the cost of your visit. It is a tool provided by your healthcare provider to improve efficiency, enhance documentation, and focus more on your care.

## **7. Can I access my records through Autochart.ai?**

**While Autochart.ai doesn't provide direct patient access,** notes created by the system are securely added to your provider's Electronic Health Record system. Your provider can share notes with you as needed.