

# STAFF TRAINING GUIDE

For Medical Assistants, Nurses, and Front Desk Staff

Training Time: 15-20 Minutes

## Why This Matters

Over 60% of patients now research their symptoms online before coming to see us. Many are using AI tools like ChatGPT. This isn't a problem—it's an opportunity. Patients who research their health are engaged patients. Our job is to work with their research, not against it.

When patients feel their AI research is dismissed, they stop sharing it with us. That makes our job harder, not easier.

## Your Role in AI Integration

### Medical Assistants & Nurses

**During rooming, ask every patient:**

*"Before the doctor comes in, I have a quick question: Did you look up your symptoms online or ask an AI like ChatGPT about them? A lot of people do, and the doctor likes to know what you found so they can build on it."*

**Document the response in the intake notes:**

- "Patient reports AI consultation prior to visit" OR
- "Patient denies AI consultation"

**Flag for the provider if patient mentions:**

- Stopping or changing a medication based on AI advice
- Delaying care because AI said to wait
- Significant anxiety about AI's assessment
- Disagreement between AI assessment and how they feel

### Front Desk Staff

Your role is to set the culture. Patients shouldn't feel embarrassed about using AI for health questions.

**If a patient mentions they used AI:**

- Respond positively: "That's great that you came prepared!"
- "The doctor will want to hear what you found."
- Never dismiss or criticize AI use

## KEY POINTS TO REMEMBER

1. AI use is normal and expected—most patients do some research
2. Patients should NOT feel judged for using AI
3. We take a collaborative approach—we build on their research
4. The doctor adds what AI cannot: physical exam, context, judgment
5. Ask every patient—it becomes routine and normalizes the question

## What NOT to Say

DON'T SAY	SAY INSTEAD
"Oh, Dr. Google again?"	"It's helpful that you researched this!"
"You shouldn't trust AI"	"The doctor will review what AI told you"
"Just ignore what AI said"	"The doctor can explain what AI got right and what it missed"
"AI doesn't know anything"	"AI gives general info; the doctor gives you personal answers"
[Eye roll or dismissive tone]	[Genuine curiosity and interest]

## Handling Common Situations

### Patient seems embarrassed about AI use

*Say: "Don't worry—most people research their symptoms these days. It shows you're engaged with your health! The doctor actually finds it helpful to know what you've already learned."*

### Patient is anxious about what AI told them

*Say: "I can see that's worrying you. The doctor will be able to examine you and give you much more specific information than AI can. That's exactly why you're here."*

### Patient says AI told them to go to the ER

*Flag this for the provider immediately. Say: "I'm glad you came in. Let me make sure the doctor knows AI recommended urgent evaluation—they'll want to assess you right away."*

### Patient stopped a medication based on AI

*Flag this for the provider immediately. Say: "That's important information—I'll make sure the doctor knows before they come in. They'll want to discuss that with you."*

## THE BOTTOM LINE

Ask every patient. Document the answer. Flag concerns. Be supportive.  
Patients who feel heard about their AI research trust our whole practice more.