

How to Talk to Patients and Staff About AI in Your Practice



AI is transforming how optometrists deliver care—from streamlining documentation to improving patient engagement. But how you talk about AI matters just as much as how you use it.

Use this checklist to help you introduce AI confidently and transparently to both staff and patients.



Preparing Your Team

- **Clarify the why.** Explain how AI tools like RevolutionEHR's AI Scribe are designed to reduce time-consuming manual tasks, not replace provider expertise.
- **Use real examples.** Share how AI Scribe saves time by automatically documenting the exam while the OD speaks naturally.
- **Address data security.** Reassure your team that AI tools are HIPAA-compliant and no patient data is entered without provider review and approval.
- **Define roles clearly.** Emphasize that AI supports—not substitutes—the clinical decision-making process.
- **Provide hands-on training.** Offer guided sessions so staff feel confident using AI tools within their workflow.



Talking to Patients

- **Keep it patient-friendly.** Say, “We’re using smart tools that help us focus more on you and less on paperwork.”
- **Reinforce that AI never acts alone.** “Nothing is finalized without your doctor.”
- **Emphasize improved face time and engagement.** “This helps us spend more time with you, not on the keyboard.”
- **Be transparent.** Let patients know that AI helps streamline exams but that their doctor always reviews and approves what goes in their chart.
- **Emphasize privacy.** Reinforce that all data is protected with medical-grade encryption and used only to enhance care.
- **Share the benefits.** Explain that AI tools help shorten exam times, keep providers on schedule, and reduce errors in documentation.
- **Welcome questions.** Encourage patients to ask how AI is used in their visit and answer with clarity and care.



Common Questions and Smart Responses

Q: Is this replacing my doctor?

A: Not at all. AI helps with documentation, but your doctor is always reviewing and finalizing everything.

Q: Will my personal information be safe?

A: Absolutely. RevolutionEHR uses medical-grade encryption and secure cloud technology to keep your data protected.

Q: How does it help my visit?

A: It helps your doctor document exams more quickly and accurately, so they can spend more time focused on your care.



Final Tips

Avoid technical jargon. Stick to plain language when discussing AI with patients.

Use branded support materials. If available, provide brochures or signage that explain AI Scribe's benefits visually.

Highlight RevolutionEHR's optometry-specific design. Let people know these tools were built for eye care providers, with their feedback in mind.