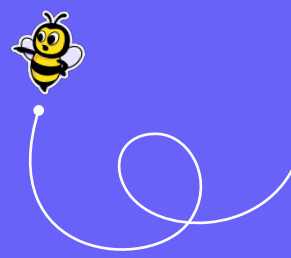
Client Script Sheet: How to Explain Your AI Scribe



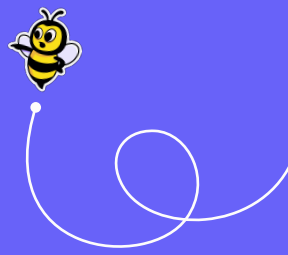
Plain-language answers you can use word for word. Adjust the wording until it sounds like you, and check the [bracketed] details against your own tool.

Introducing your AI scribe

When to use it	What to say
New client, first session	Before we start, I want to let you know I use an AI scribe to help with my notes. It listens to our session and drafts a note, and I review everything before it goes in your record. Are you comfortable with me using it today?
Clients who are new to technology	It works a lot like the talk-to-text on your phone. It writes down what we say, then turns that into a first draft of my notes, which I read and correct myself.
Explaining the benefit	It drafts my notes while we talk, so I can give you my full attention during our session, and your notes are ready on time.
Intake email or client portal	At [practice name], we use [tool name], an AI scribe that helps us write session notes. With your permission, it listens during your session and drafts a note, which your practitioner reviews and edits before saving it to your record. [Add one line on how your tool handles audio, transcripts, and AI training.] If you'd prefer we didn't use it, just let us know.
Before a sensitive session	If there's anything you'd like to talk through with the scribe switched off, just tell me and I'll pause it.
Existing clients, before their next appointment	Hi [client name], I've started using an AI scribe to help with my session notes. It listens during our session and drafts a note, which I review before it goes in your record. I'll check with you at your next appointment, and you're welcome to say no.

If you use BizzyAI, see how Zanda handles audio, transcripts, and AI training in our client guide, Understanding How Your Practitioner Uses Note-Taking AI.

Client Script Sheet: How to Explain Your AI Scribe



Answering common questions

If a client asks	What to say
Is my information private?	Your information is protected the same way as the rest of your health record. It's encrypted, only [I / our clinical team] can see it, and it stays in [country or region].
Will my data be sold?	No. [Tool name] is built specifically for healthcare and meets strict privacy and security standards, including [HIPAA, GDPR, and ISO 27001]. Your information stays private, and the company never sells it or uses it to train AI.
Are you keeping a recording?	I don't keep a recording of our session. The scribe turns what we say into text, I use that text to draft your note, and the scribe deletes the transcript after [number] days. Your final note stays in your record like any other session note.
I don't want to support big AI companies.	That's a fair concern. The scribe I use is [built into my practice software / designed for healthcare], so your information stays inside that system and out of AI training. If you'd still rather I didn't use it, that's completely fine.
What about the environmental impact?	That's a fair question. AI does use energy, and I don't have exact figures for the tool I use. It's completely up to you, and you can always change your mind later.
Will it make mistakes?	It can get things wrong now and then, so I read and correct every note before I save it. Nothing goes in your record until I've checked it.
Is AI making decisions about my care?	No. It only helps with the paperwork. You and I make every decision about your care together.
I'd rather you didn't use it.	No problem at all. I'll keep it switched off, and you can let me know if you ever change your mind.