



# Using AI for Health Information

## When to Use it – And When Not To

### Simple tips for patients and health care providers



### Why this topic matters

Many people use AI tools to look for health information online, but AI can sometimes give **wrong or incomplete** answers.



✓ *Use AI safely*

✓ *Ask better questions*

✓ *Find trusted health information*

### When AI can be useful

To:

- ✓ understand medical words;
- ✓ learn about health topics;
- ✓ prepare questions for your doctor or nurse;

### When AI should NOT be used

To:

- x diagnose a health problem ;
- x decide about medicines;
- x handle urgent issues.

## Tips for using AI tools

### For Patients

- ✓ **Avoid entering** your personal medical information into public AI tools ((e.g. ChatGPT, Google Gemini, etc.)
- ✓ Ask AI to provide reliable sources for information
- ✓ Use AI to learn, not to diagnose

### For Providers

- ✓ **Never enter** identifiable patient medical information into public AI tools.
- ✓ Review all AI-generated content for outdated or inaccurate information before using it in clinical care
- ✓ Confirm facts with trusted medical sources

### Questions to ask before trusting AI

- ✓ Where does this information come from?
- ✓ Could this answer be wrong?
- ✓ Is this advice right for me?
- ✓ Should I check with my doctor?

### Check reliable sources

- ✓ <https://www.cma.ca/healthcare-for-real/can-you-trust-ai-health-advice>
- ✓ <https://www.cma.ca/healthcare-for-real/where-should-we-get-our-health-information>
- ✓ <https://tinyurl.com/2bw5tb6z> (Health Canada)