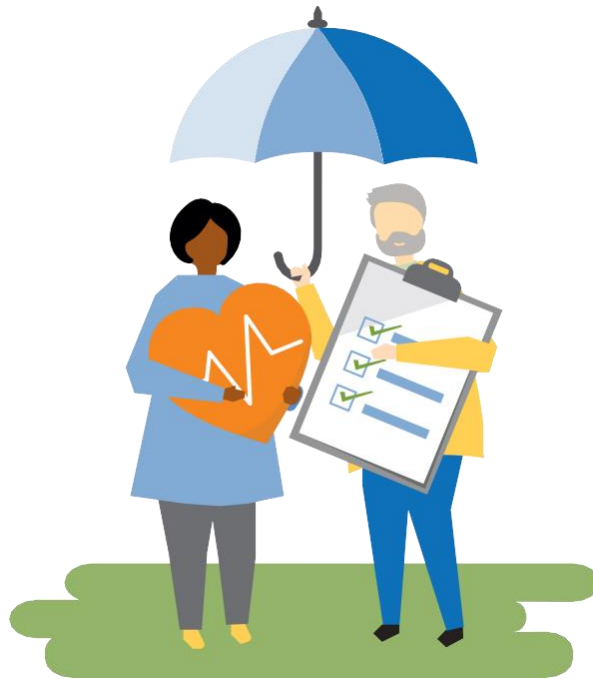


Health Care Artificial Intelligence Vendor Check List





The California Telehealth Resource Center (CTRC) and all resources and activities produced or supported by the CTRC are made possible by grant number U1UTH42520-01-01 from the Office for the Advancement of Telehealth, Health Resources and Services Administration, DHHS, and the California State Office of Rural Health (CalSORH). This information or content and conclusions are those of the CTRC and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS, the U.S. Government, CalSORH or the State of California.

CTRC does not provide legal advice. CTRC has no relevant financial interest, arrangement, or affiliation with any organizations related to commercial products or services mentioned in this toolkit. It is for informational purposes only.

AI TOOL VENDOR EVALUATION CHECKLIST FOR COMMUNITY HEALTH CLINICS AND CRITICAL ACCESS HOSPITALS

Questions to Ask AI Tool Vendors

Intended Use and Features of Tool

- What specific problems does the AI tool address?
 - a. Clinical, e.g., chronic disease management, predictive risk scoring, care coordination, billing accuracy and optimization, scheduling?
 - b. Operational, e.g., appointment optimization, patient engagement, billing?
- What are the key features and capabilities of the AI tool?
- Can the tool handle real-time data and high-volume usage?

Vendor Expertise & Track Record

- What is your organization's history and expertise in developing and implementing deployment of AI tools for healthcare?
 - a. Can you provide references?
- Can you provide case studies or references from similar healthcare settings to our patient population and settings where your AI tools have been successfully implemented?
- How was the success of your AI tools defined and how were outcomes measured?

Assessing Fit for Your Practice and Potential for Unintended Impact

- What data sources were used to train the AI model?
- Can you provide a datasheet or documentation describing the dataset used to train the model, including its source, collection methods, and known limitations?
- How do you ensure that the training data is representative of my patient population?
 - a. Can the model be tailored to suit our needs, including demographic relevance?
- What fairness metrics (e.g., demographic parity) have been applied to evaluate the model?
- Do you use any automated validation tools (e.g., Great Expectations, Deequ) to monitor data quality before training?
- How often is the AI model updated or retrained with new data?

- What types of healthcare settings (e.g., community health clinics, critical access hospitals, primary care clinics, rural emergency hospitals, outpatient specialty clinics) have the data been trained and validated at?
- What measures have been taken to identify and mitigate the unintended impacts in the AI tool?
- How do you ensure that the AI tool does not disproportionately adversely impact any specific demographic group?

Can you provide evidence or documentation of unintended impact testing and results?

- What metrics are used to evaluate the effectiveness of the AI tool (e.g., improvement in chronic disease outcomes, reduced patient no-shows)?
- How do you validate the accuracy, completeness, and representativeness of training data? What tools and processes do you use?
- Can you provide detailed technical documentation on the AI tool's development, testing, and validation?
- How transparent are you about the AI tool's decision-making processes and algorithms?
 - a. Do you use an AI “Nutrition Label” like the Health AI Partnership’s Model Facts or Coalition for Health AI Applied Model Card? (See [Appendix](#) for more information)

Transparency in AI Decision-Making Matters

- Transparency means the vendor can clearly explain *how* and *why* their AI tool makes decisions, including what data it uses, how it processes that data, and what factors most influence its outputs.
- This helps healthcare providers understand where the tool is trustworthy, fair, and clinically appropriate.
- Tools that are not transparency may introduce safety, ethical, or bias-related risks – especially in rural and low-resourced settings where patient populations and clinical workflows may differ from where the tool was developed or tested.

Ethical, Accountability and Privacy Considerations

- What ethical guidelines, principles, and/or frameworks do you follow in the development and deployment of your AI tools?
- Do you involve human reviewers as part of the process for developing and using the AI tool, especially for high-risk decisions?
- How do you ensure patient consent and privacy when using the AI tool?
 - a. What steps are taken to get informed consent from patients?

Training and Workforce Support

- What training programs and materials do you provide for our clinical and administrative staff?
 - Is there a cost? What if we need additional training?
- Do you provide ongoing support to help staff use the tool effectively in practice?

Implementation and Technical Support

- How is the AI tool integrated into existing workflows and EHR systems? How easy is integration?
- What is the process for integrating the AI tool into our existing systems?
- What are the technical requirements for successful implementation?
- How do you handle data interoperability with our EHR system?
- How do you handle software updates and system upgrades?
- What ongoing support and maintenance services are included?
 - a. Do you have a history of responding to support needs promptly?
- How do you monitor the performance of the AI tool post-deployment?
- How do you handle incidents or malfunctions of the AI tool?
- Is the tool customizable or scalable across sites or teams?
- How do you collect and act on user feedback?

Compliance, Privacy, and Security

- How do you ensure that the AI tool complies with relevant healthcare regulations (e.g., HIPAA, California Privacy laws)?
- Have you obtained the necessary certifications and/or approvals for the AI tool?
- Do you have any certifications related to securing, managing, and protecting customer data (e.g., System and Organizational Controls 2 (SOC 2))?
- How is access to sensitive training or operational data governed in your organization?
- Do you provide secure sandboxes or isolated environments for model development and testing?
- What security measures/safeguards are in place to protect patient data? Are analysts or developers restricted from downloading datasets to local machines?
- How is data encrypted, stored, and de-identified?
- What data retention and deletion policies are in place for training datasets and model outputs?

- Who owns the data generated by or entered into the AI system?
- How do you ensure data is securely deleted or made inaccessible after it is no longer needed?
- How do you handle data breaches and security incidents? What is your track record with security breaches and litigation?
- Do you implement least-privilege access controls and maintain audit logs for all data interactions?

Costs and Sustainability

- What is the total cost of ownership, including licensing, implementation, and ongoing maintenance?
 - a. Are there any ongoing variable costs?
- What is the expected return on investment (ROI) from using the AI tool?
- Are there penalties for scaling down or terminating use of the AI tool early?
- Is there a roadmap for future updates or plans for expanding the tool?
- Are there any additional costs for future updates or add-ons?

Commercial or Government Health Program Payment

- Is there any insurance or government healthcare program payment for the delivery of services utilizing this tool?
- Is there any insurance or government healthcare program payment for the devices or tools powered by this AI system?

Liability and Accountability

- What is your policy on accountability for errors or negative outcomes resulting from the AI tool?
- Do you disclose scenarios where the tools should not be used, and include those in technical documentation?
- What liability coverage do you provide in case of AI tool failure or inaccuracies?

Conclusion

This checklist provides a set of questions for community health clinics and critical access hospitals to ask AI tool developers/vendors. By thoroughly evaluating the responses, healthcare providers can make informed decisions about acquiring and implementing AI tools that align with their clinical and operational needs while ensuring ethical, fair, and secure use.

Appendix

The Health AI Partnership Model Facts Label (Open-Source)

The Health AI Partnership (HAIP) published the first AI product and open-source label, Model Facts, designed for clinicians who make decisions supported AI and machine learning models. The intent of the label is to ensure front-line providers know how, when, how not, and when not to incorporate model output into clinical decisions. The label can be adapted and distributed for any purpose, including commercial purposes, provided credit is given to the team and the source cited. Learn more [here](#).

The CHAI Applied Model Card

The CHAI Applied Model Card, developed by the Coalition for Health AI (CHAI), is a standardized way for AI developers to clearly communicate how their AI tool works, what data it was trained on, its intended use, known limitations, and risks. Think of it like a “nutrition label for AI - designed to give health care providers essential facts about the model’s safety, reliability, and appropriateness for different clinical settings. Learn more [here](#).