

AI scribes for GME at UCSF Health

Guidance and tips for working with learners

11/20/25

AI scribe Initiative at UCSF Health

- UCSF Health now offers an AI scribe to interested **ambulatory, ED, and inpatient attending physicians and APPs**
- **Residents/fellows can sign up starting Dec 1**
- One of many UCSF Health initiatives aimed at improving faculty & staff well-being
- Goals for ambient assistants (AI scribes):
  - Improve documentation burden
  - Reduce cognitive load by allowing providers to focus on patients
  - Make clinical care delivery a better experience

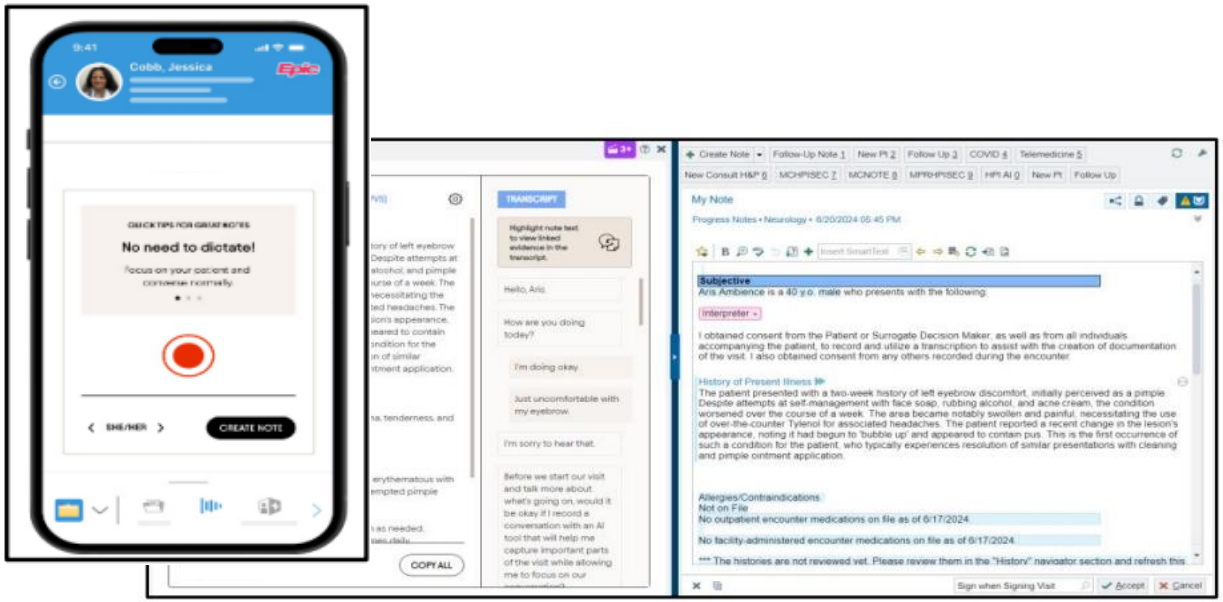
Ambient Assistants (aka AI scribes)

Ambient Assistant technology uses voice recognition and generative AI to process real-time clinician-patient conversations and deliver drafts of clinical notes and patient instructions

Obtain Patient Consent

Record & Transcribe

Documentation Drafted



The AI scribe Onboarding Process



Front Door

Sign up at UCSF AI scribe Program website

Confirmation Email

Receive email with training links and activation date

Training Enrollment

Schedule vendor-provided training and review training materials

Activation

Access to AI scribe granted!

Ambulatory Experience



19% time saved in documentation



11% time saved in overall EHR and pajama time



64% report decreased burnout

What We Are Hearing

"**I won't cry, but it's big**. This is what I love to do but **I was thinking about quitting... so this is really, truly a game changer.** I can't thank you enough...I'm so happy."

"Absolutely saving me time. **I had 25 patients in clinic this Monday and it was the first time ever I walked out of the office with all my notes done.** Even with a real person scribe, a lot of times I have to wait till they are done with all the notes before I can finish the following day."

"[My AI scribe] has **reduced after-visit charting time by more than 50%.**"

Partnership with GME on AI scribes

- UCSF GME AI Task Force recommended that UCSF Health's AI scribe tool be accessible to residents and fellows
- Residents and fellows may sign up beginning Dec 1, 2025
- As with any tools, Program Directors and Medical Directors may place limitations on use (e.g., by PGY-levels, services)

General guidance

- UCSF Health AI scribe tool may only be used when caring for UCSF Health patients (not at ZSFG or SFVAMC or non-UCSF Health sites)
- Similarly to other EHR and IT tools, users may only record/chart under their own login
  - Cannot “hand-off” device to students or non-enrolled users
    - Students will not have access to the AI scribe
  - Non-UCSF tools (e.g., Doximity Scribe) may not be used

Permission to record

- Permission to record must be obtained from patients, and anyone else who might be recorded (caregivers, nurses, students, etc.)
  - This is California state law
  - ***"I can use AI software that records our visit and starts my note for me. Is it okay for me to use this?"***
- The permission must be documented in the note. It is automatically included in the .HPISEC smartlink when you pull in the AI scribe HPI content
  - If you copy/paste or do not use the HPI section you must separately add the smartphrase .AISCRIBEPERMISSION

Tips for precepting with AI scribes

- We encourage all faculty to enroll and take the training so they understand what residents/fellows may be using
- Residents/fellows: be clear with your preceptors about whether AI scribe was used
  - Abridge adds a notation about AI-generation if the information comes from smartlinks/dotphrases, **but not from copy-paste**.
- Preceptors: ask about AI scribe use
  - Talk about which sections you use in your practice

Tips for precepting with AI scribe

- Many attendings who use an AI scribe choose not to use the A&P section
  - Reasons include:
    - Personal benefit of clinical reasoning activity
    - Assessment may not be comprehensive
    - Many users prefer a different format/organization
- If AI scribe A&P is used, discuss how trainees review the A&P
  - Use it as a teaching opportunity!
    - For ideas, see NEJM 2025 article by Abdulnour, Gin, Boscardin

Tips for precepting in the ambulatory setting with AI scribe

Possible workflows in precepting situations*

Workflow	Advantages	Disadvantages
Record only trainee visit section and generate note before precepting	Notes is viewable while presenting to preceptor	Cannot restart tool after presenting, so changes to the note regarding final plan must be free-texted
Record entire visit, but pause recording while precepting	Includes entire visit with final plan	Note isn't viewable while presenting to preceptor
Record entire visit, including while precepting	Includes entire visit with final plan, with input from precepting discussion	Precepting discussion may not have been intended for note; note not viewable during precepting

* Attendings who use an AI scribe may also make their own separate recording for their attestation. This is all new, so "best practices" haven't been developed. Please share what works for you!

Safety and Accuracy

- AI scribes have been tested and vetted by UCSF users, and results are **not perfect**
  - Sample errors include incorrect assertions, mishearing the speakers, leaving out key details, etc.
  - “Hallucinations” (plausible but incorrect information) may occur
  - Should not be generating new management or clinical assessments not vocalized in the visit
- Users are responsible for **reviewing and editing every note for accuracy and completeness before signing**



General use of AI scribe Tool

- **Always proofread before signing**
  - Remember that patients can view notes (inpatient and outpatient)
- Verbalizing more details with the patient in the visit results in more complete, Abridge-generated draft notes.
  - Consider toggling between Concise and Comprehensive versions for HPI and Assessment & Plan
  - Most users prefer comprehensive HPI and concise AVS
- Clinical information from prior Ambulatory notes may be incorporated, but always proofread for accuracy
  - Inpatient and ED notes do not incorporate data from prior visits
- **Expect to edit!**

For more information



- Training is required for all users
  - Training provides comprehensive information for users
- Office of GME has created a document with FAQs and Tips focused on Residents/Fellows in Precepting situations
  - This document will be accessible through the UCSF GME Resource Hub, the UCSF AI Scribe Program website, and the UCSF Center for Faculty Educators. It can also be directly accessed at http://tiny.ucsf.edu/GMEAIResources
- AI scribes are a new technology, and we expect to learn more as we go. We will update these documents periodically, as we learn more.
  - Are there other tips you'd suggest we add? Send GME-related suggestions to Glenn Rosenbluth and AI-scribe-related suggestions to aiscribes@ucsf.edu



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