

# What to say before you press record.

Your consent form covers the paperwork. This covers the sentence: the short, natural thing you or your front desk actually say out loud. Say it **before** any clinical discussion begins, and note the patient's agreement in the chart.

## USE ANYWHERE · DEFAULT

### The everyday ask

"Before we start, I use a secure assistant called Eluve that listens and helps me write up my notes, so I can focus on you instead of the screen. Is it okay if I use it during our visit today?"

Works in every state. A clear yes is all you need. If the patient keeps talking and agrees, you're set.

## ALL-PARTY STATES

### When explicit consent is required

"I'd like to use a secure AI assistant that records our conversation to help with my notes. It's private, safe, and fully HIPAA compliant. Do I have your permission to record today's visit?"

In all-party-consent states, wait for a clear **"yes"** and document it (e.g., "Verbal consent obtained for AI documentation"). See the State Consent Lookup for where this applies.

## IF THEY HESITATE OR DECLINE

### Make opting out easy

"No problem at all, I'll take notes the usual way. It won't change anything about your care today."

Never pressure a patient. Switch off Eluve, document the visit manually, and carry on.

## FRONT DESK · INTAKE

### Set it up before the room

"Just so you know, many of our clinicians use a secure AI assistant that helps them write notes during your visit. Your clinician will confirm with you, and you can always say no."

A soft heads-up at check-in makes the in-room ask feel routine, not surprising.



## Quick answers when a patient asks

- **"Are you recording me?"** The conversation is turned into text as we talk, and only used to generate clinical notes.
- **"Who sees it?"** Only your care team. It's access-controlled and HIPAA compliant.
- **"Where does it go?"** The note I review and approve goes into your chart, like any other visit note.
- **"Can I change my mind?"** Absolutely. Just tell me and I'll turn it off at any point.

**Three habits that keep you covered.** Ask before you discuss anything clinical · get a clear yes (and document it in all-party states) · re-confirm at the start of each new episode of care, per your practice policy.