

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.