

School of Health Information Science Seminar Series: **Ethics and Patient-facing Chatbots in Healthcare: What do patients want? What do patients need?**



Speaker:

Matthew DeCamp

Associate Professor, Center for Bioethics and Humanities & Division of General Internal Medicine, University of Colorado

Feb 20 on Zoom

12:00pm PT

Matthew DeCamp, MD, PhD is Associate Professor at the Center for Bioethics and Humanities and in the Division of General Internal Medicine at the University of Colorado. A practicing internist, social scientist, and philosopher, Dr. DeCamp employs empirical and conceptual methods to identify and solve cutting edge problems at the interface of health care, policy, and bioethics. He also serves as Director of Research Ethics and Associate Director of Community Engagement for the Colorado Clinical and Translational Sciences Institute (CCTSI). Recent research in artificial intelligence (AI) in healthcare has examined ethical issues in the use of AI-based mortality prediction in palliative care, use of patient facing chatbots, and multimodal AI for chronic lung disease. Dr. DeCamp is an award-winning teacher and mentor, and has more than a decade of service on Institutional Review Boards.

Ethics and Patient-facing Chatbots in Healthcare: What do patients want? What do patients need?

Advances in artificial intelligence (AI) have led to the rapid development of patient-facing chatbots that can be used for triage, symptom checking, therapy, or even prescribing. Although these chatbots have great potential to disseminate medical information and improve access, how should we address the ethical challenges they raise for choice, privacy, harm, fairness and more? Drawing on findings from a multi-year study of Livi - a real patient-facing chatbot implemented in a large health system - this presentation will integrate lessons learned with ethical analysis to explore what this means now, and for the future, of patient-facing chatbots.

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