

Using AI Tools for Health Questions — What Patients Should Know

Artificial intelligence (AI) tools, like ChatGPT, are becoming more common. Many people use them to learn about health topics. AI can be helpful for learning, but it also has limits and risks.

What AI Can and Cannot Do

AI is not a doctor. AI tools do not know you. They cannot see your medical record, test results, medicines or full health history. They cannot diagnose illness or choose treatment.

AI can be helpful, but it can be wrong. AI can explain medical words, share general health information and help you think of questions to ask your care team. Sometimes, though, it gives answers that are wrong or unsafe -- even if they sound confident.

AI does not replace medical care. Only your doctor or care team can give advice that is right for you.

Protect Your Privacy

Do not share personal health information. Most public AI tools are not covered by HIPAA. This means information you provide, like symptoms, test results, images or medical notes, may not stay private.

Even “anonymous” details may be linked to you. Some systems store or learn from what people type.

AI can show bias. AI learns from the internet and may repeat unfair or incorrect ideas.



How to Use AI Safely

- **Use AI for general learning only.**
Ask broad questions or ask for simple explanations.
- **Never enter personal or medical details.**
Keep your private health information between you and your care team.
- **Talk with your health care provider.**
If AI raises questions or concerns, discuss them with your doctor or nurse.

How National Jewish Health Uses AI

National Jewish Health may use carefully chosen AI tools to support care, such as helping staff with notes, messages or daily work. When we use AI:

- Tools are carefully reviewed and approved.
- Patient privacy and safety come first.
- AI supports staff but does not replace doctors or nurses.
- All use follows strict rules and laws.

Your care decisions are always made by trained health care professionals.

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