

AAOE Webinar Series



Using ChatGPT & Other Tools in the Orthopedic Practice

Main Topic:

This webinar explored the applications of ChatGPT in healthcare administration, focusing on efficiency, patient engagement, and operational improvements. The speakers shared insights on leveraging AI-driven tools to streamline workflows, enhance communication, and support decision-making in medical practices.

Speakers:

- Samantha Julias, MS-HSA – Chief Operating Officer, Vero Orthopaedics
- Brent Norton – Executive Director, Ellis & Badenhausen Orthopaedics, PSC
- Michael McMahon, MS, MHA, ATC, CMPE – Orthopedic Clinic and Program Manager, Mammoth Hospital

Key Takeaways:

- **Enhancing Administrative Efficiency:**
 - ChatGPT automates repetitive tasks such as appointment scheduling, email drafting, and policy documentation.
 - AI-driven chatbots reduce administrative burden by handling common patient inquiries.
- **Improving Patient Communication & Education:**
 - ChatGPT can assist in generating patient-friendly explanations for diagnoses and treatment plans.
 - It enables personalized communication, reducing staff workload while improving patient satisfaction.
- **Data Analysis & Decision Support:**
 - AI-powered tools help analyze patient data to identify trends and improve operational strategies.

- Predictive analytics can assist in resource allocation and patient flow management.
- **Compliance & Security Considerations:**
 - Ensuring data privacy is crucial—ChatGPT should not process sensitive patient information without proper safeguards.
 - Organizations should follow HIPAA compliance guidelines when implementing AI tools.
- **Challenges & Limitations:**
 - AI-generated content should always be reviewed by human professionals to ensure accuracy.
 - The technology is evolving, and healthcare organizations must stay updated on best practices and regulatory changes.

Conclusion:

ChatGPT offers significant potential to improve efficiency and patient engagement in healthcare administration. However, responsible implementation, continuous oversight, and adherence to compliance standards are essential for maximizing its benefits. The speakers emphasized that AI should augment, not replace, human expertise in medical practice management.