

# DO's and DON'Ts

## Leveraging AI in Difficult Conversations

A practical guide for practice administrators to use AI effectively in managing challenging conversations.

**Source:** Dr. Laura Kathryn Neal, National Dean, College of Health Sciences, DeVry University

### DO's

#### Use the PREPARE Framework for Effective Conversations



- Plan objectives, Research context, Engage effectively, Present clearly, Actively Listen, Respond constructively, and Evaluate outcomes.

#### Leverage AI for Patient & Staff Communication

- Use ChatGPT for tone analysis, scenario simulations, and response templates.
- Automate billing error responses with AI-generated templates.
- Utilize Google Docs + ChatGPT for collaborative messaging.
- Implement MS Forms + Power Automate for patient surveys.

#### Optimize Workflow & Performance Management with AI

- Use Trello + ChatGPT or Asana + ChatGPT for structured project management.
- Analyze scheduling and operational data with MS Excel + Claude.ai.
- Implement Claude.ai for structured performance reviews and corrective action planning.

#### Follow AI Best Practices in Healthcare

- Never input PHI into free AI tools—ensure security compliance.
- Train staff on AI prompt writing and best practices.
- Use AI as a support tool, not a replacement for human oversight.
- Measure efficiency improvements from AI integration.

### DON'Ts

#### Don't rely on AI without clear objectives.



Always define conversation goals before using AI tools.

#### Don't assume AI-generated responses are final.

Review and refine AI outputs to ensure clarity and appropriateness.

#### Don't neglect human oversight in AI-driven decision-making.

AI is a support tool, not a replacement for professional judgment.

#### Don't ignore training and proper AI implementation.

Educate staff on AI best practices to maximize effectiveness.