

AI chatbots for health: How to use them safely and effectively

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The use of augmented intelligence (AI) chatbots by patients for healthcare questions continues to grow and with it the potential risks to patient safety and clinical integrity. The AMA has called on federal lawmakers to create stronger safeguards to ensure AI tools like chatbots complement, but not replace, the clinical guidance from a physician.

When patients understand the limitations and risks of using AI chatbots, these tools can provide complementary healthcare information with the right prompting. It is important for patients to remember these tools are not a replacement for a doctor and not for use in medical emergencies. There are also risks in sharing personal or identifying details, as chatbot privacy protections may differ from a physician's practice.

The AMA is here to help guide patients in using AI chatbots to get healthcare information in a safe and effective manner. Get started with these helpful prompts.

[Download prompts](#) (PDF)

AMA Center for Digital Health and AI

The AMA Center for Digital Health and AI builds partnerships with regulators, policymakers and technology leaders to shape benchmarks for safe and effective use of AI and other digital tools in medicine. [Learn more about the center.](#)