



# How to talk to your clients about AI

How to start the conversation, how to answer questions, and what to include in your forms.

## Scripts to start the conversation

### Efficiency focus

"I want to give you my full attention. I use a secure tool that listens and drafts my notes so I can review them later. I edit everything to ensure it's accurate."

### Privacy first

"I use a HIPAA-compliant AI assistant for my notes. It's not a robot therapist. It makes a draft; I approve the final note. You can say no now or anytime. How does that sound?"

### Client in control

"You're in charge. If you want the 'ears' off, just say so and I'll pause it immediately. I approve every line before it's saved. Does that work?"

Adapt these to your voice, don't read them verbatim.

## Quick answers to common client questions

### Will my session end up on the internet?

No. It's secure, not public, and your protected health information is not used to train AI models.

### What if the AI gets something wrong?

I review and edit every draft before it becomes part of your record.

### Does AI make decisions about my care?

No. It's a timesaving scribe. I make all clinical decisions.

### Can I opt out?

Always. You can ask me to turn it off for any session or permanently.

## Before you start using AI with clients

- Update your intake forms:**  
Add an AI addendum or update your disclosure statement to cover all 5 points above.
- Know your data answers:**  
How long is audio stored? Is it used for model training? Ask your vendor before a client asks you.
- Introduce the tool verbally:**  
Don't just hand over a form. Have a brief conversation at intake or before the first AI-assisted session.
- Document consent in the client's record:**  
Make sure it's signed and dated. Note withdrawal of consent if it happens.
- Keep it current:**  
AI changes fast. Review your policy when tools change, and add answers to any questions clients keep asking.

## 5 things your consent form must cover

### 1. What it is

[ ] use an AI note-taking helper (“scribe”) that drafts session notes. It is not a therapist and does not diagnose or decide care.

### 2. Human review, always

[ ] read, edit, and approve every word before anything goes into your record.

### 3. It's always voluntary

You can opt out anytime, for any reason, for one session or forever, with zero impact on your care.

### 4. Data privacy

Your data does not train public AI models. We use secure, HIPAA-aligned systems. Session audio is deleted after the note is created, and transcripts are not stored.

### 5. Crisis limitations

This tool doesn't monitor in real time or respond to safety issues. [ ] handle crisis situations directly.

“ AI will be integrated in many facets of the work, from session reminders and in-session suggestions...to completing 85% of documentation and follow-up with clients.”

– Alan Olson, MA, LMFT

## More AI resources

[Our ethical AI policy](#)

[Learn more about AI Session Assistant](#)

[How to use AI without losing your voice](#)

[How to handle informed consent](#)

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## Use this email to introduce AI-assisted notes to your clients

Here's a simple message you can customize and send to your clients ahead of their session. It explains how AI is used, reinforces privacy, and helps you gather informed consent.

Subject: A note about how I document our sessions

Hi [Client First Name],

I wanted to give you a heads-up about something before our next session.

I'm planning to use an AI tool to help me take notes while we meet. It listens during our session and drafts a summary for me, so I can focus more on you and less on taking notes.

Here's what that means for you:

- I review every note before it's saved. Nothing goes into your record without my approval.
- The AI handles documentation only. It doesn't make any decisions about your care.
- Your information stays private and secure, in line with HIPAA.
- This is optional. If you'd rather I not use it, just let me know. It won't change anything about your care.

I'll walk you through how it works before we start, and you'll have a chance to ask questions or opt out. You'll also receive a consent form so you can decide what feels right for you.

Feel free to reach out if anything comes up before then.

Warmly,

[Clinician Name]

[Practice Name]

[Phone or Email]