

AI Receptionist (InTouchNow)

How we use our AI Receptionist

Chevin Medical Practice uses an AI-assisted telephone system called InTouchNow to help patients contact the practice more easily and reduce waiting times when our phone lines are busy.

When you call the practice, you may be greeted by our AI Receptionist. The system will ask questions about the reason for your call and gather information in much the same way as a member of our reception team would. The information you provide is securely passed to the appropriate practice team for review and action.

What can the AI Receptionist help with?

The system can assist with:

- Medical enquiries and symptoms
- Appointment requests
- Prescription queries
- Fit note requests
- General administrative requests

Does the AI Receptionist make decisions about my care?

No.

The AI Receptionist does not diagnose conditions, make clinical decisions, determine treatment, or decide whether you will be offered an appointment. It is a tool that gathers information and directs enquiries appropriately. All clinical decisions remain the responsibility of qualified healthcare professionals.

How is my information used?

The system collects information that is necessary to identify you and understand the reason for your contact with the practice. This may include information such as your name, date of birth and details about your health concern. The information is used only for direct patient care and administrative purposes relating to your care.

Calls may be recorded for quality assurance, training and patient safety purposes.

Is my information secure?

Yes.

Chevin Medical Practice remains the Data Controller for your information. InTouchNow processes information on our behalf and is required to comply with NHS information governance, data protection and

clinical safety standards. Data is encrypted and handled securely in accordance with UK data protection legislation.

Do I have to use the AI Receptionist?

We recognise that some patients may find it difficult or uncomfortable to use an automated service.

If you are unable to use the AI Receptionist, require additional support, or would prefer to speak to a member of our team, alternative arrangements are available. We are committed to ensuring that all patients can access our services in a way that meets their needs.

Further information

If you have any questions about how the AI Receptionist works or how your information is used, please contact the practice or refer to our Privacy Notice.