

# Case Scenarios Used to Explore Ethical Challenges in AI-mediated Clinical Communication

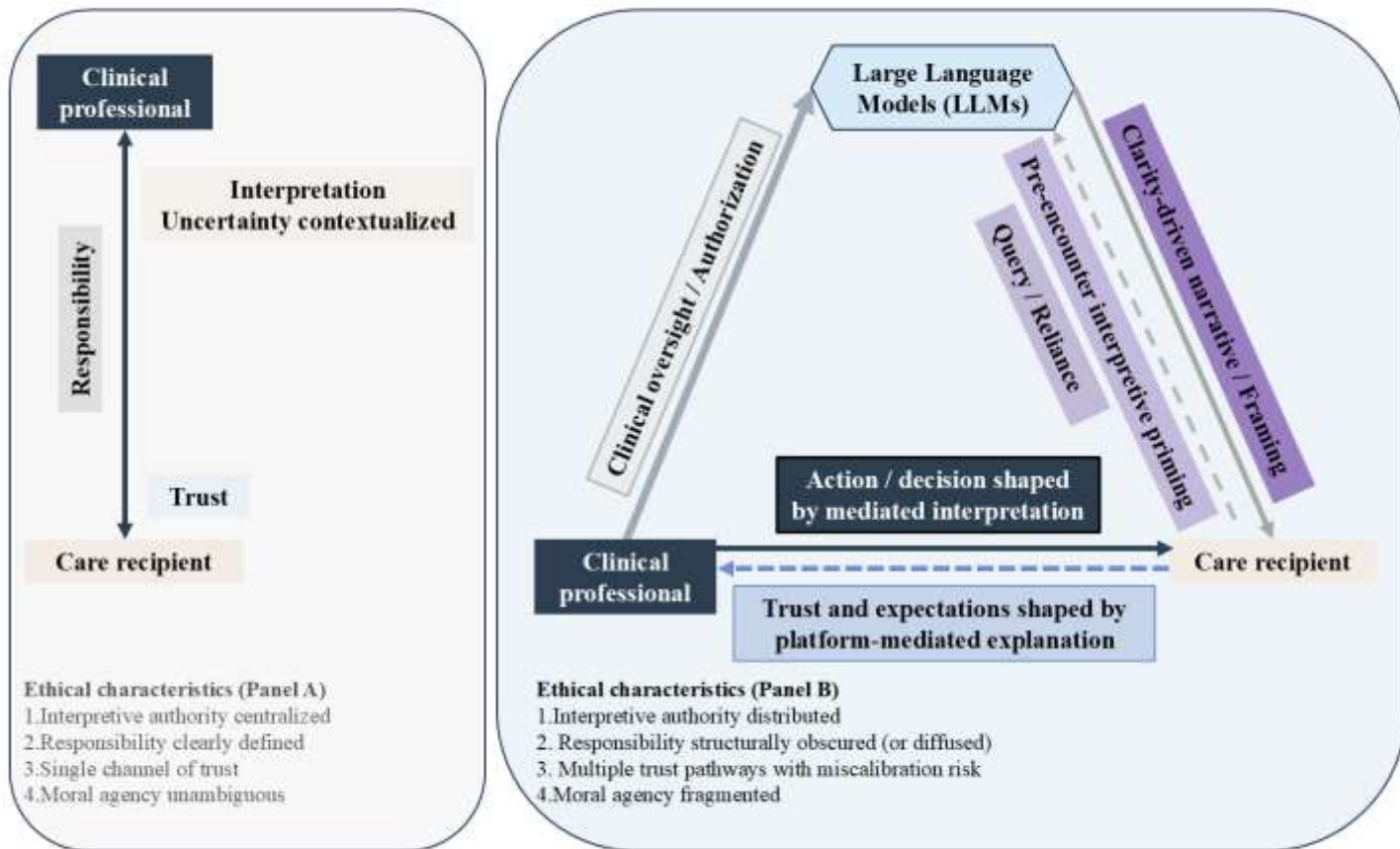
# Purpose of the case-based discussion session

The session was designed to facilitate discussion of ethical challenges associated with AI-mediated clinical communication.

Participants were encouraged to consider:

- interpretive authority
- professional responsibility
- uncertainty communication

# Conceptual framework



The intervention was informed by a conceptual framework of AI-mediated clinical communication, focusing on three dimensions:

- interpretive authority (who defines and legitimises clinical meaning)
- responsibility (who is accountable for understanding)
- uncertainty communication (how risk and ambiguity are explained)

# Session structure

The session was delivered in three stages:

- Conceptual introduction
- Case-based small-group discussion
- Facilitated reflection

# Case scenarios

## **Case 1: Preoperative communication**

A patient used AI to interpret surgical risk and believes the procedure is “safe,” which conflicts with clinical assessment.

### **Focus:**

- explaining risk
- addressing overconfidence
- maintaining trust

# Case scenarios

## **Case 2: Postoperative communication**

A patient uses AI to interpret a medical report and believes the findings are “normal,” leading to false reassurance.

### **Focus:**

- clarifying meaning of “normal”
- addressing uncertainty
- avoiding misunderstanding

# Case scenarios

## **Case 3: Discharge communication**

A patient's family relies on AI-generated advice and rejects nursing instructions during discharge planning.

Focus:

- managing disagreement
- maintaining trust
- ensuring patient safety

# Example discussion prompts

- How might AI-generated explanations influence patient understanding?
- Who should be responsible for correcting misunderstandings?
- How should uncertainty be communicated when AI provides apparently definitive answers?
- How can healthcare professionals maintain trust when interpretations conflict?

# Ethical Issues Explored Across Scenarios

## **Interpretive authority**

Who defines and legitimises clinical meaning?

## **Responsibility**

Who remains accountable when AI influences understanding?

## **Uncertainty communication**

How should ambiguity, probability, and risk be communicated?