

AI-mediated clinical communication: A conceptual orientation before clinical placement

- Interpretive authority
- Professional responsibility
- Uncertainty communication

This orientation introduces the conceptual framework used throughout the study. It is not intended to provide communication skills training or instruction in AI technologies.

How AI-mediated information is changing clinical communication

- Patients increasingly access online and AI-generated health information
- Patient understanding may be shaped before professional consultation
- Interpretive authority, trust, and uncertainty are increasingly negotiated
- Clinical communication has become more interpretive, relational, and increasingly negotiated

Interpretive authority

- Patients increasingly enter care with pre-formed understandings
- Professional explanations coexist with digitally mediated interpretations
- Interpretive authority is negotiated rather than assumed
- Communication requires ongoing negotiation of meaning and trust

Professional responsibility

- Professional responsibility persists despite AI-mediated information
- Nurses support patients in interpreting conflicting understandings
- Maintaining trust is central to therapeutic relationships
- Professional judgement is essential under conditions of uncertainty

Uncertainty communication

- Uncertainty is an inherent feature of clinical care
- Patients may expect certainty from digitally mediated information
- Nurses help patients interpret uncertainty rather than eliminate it
- Communicating uncertainty requires professional judgement and relational support

Reflective inquiry during clinical placement

- Observe authentic clinical communication as it occurs in practice
- Notice how patient understanding, professional responsibility, and uncertainty are negotiated
- Pay attention to trust, interpretation, and relational communication
- Reflect on encounters involving uncertainty, differing understandings, or communication challenges

Reflective inquiry prompts

- How was the patient's understanding of their condition or treatment formed?
- What sources of information appeared to influence the patient's understanding?
- How were differing interpretations or uncertainty addressed during communication?
- What did this encounter suggest about professional responsibility and the nursing role?

Key principles

- This orientation is not designed to teach AI technologies or communication techniques
- It introduces a conceptual framework for interpreting AI-mediated clinical communication
- Participants are encouraged to reflect on communication encounters involving differing understandings and uncertainty
- Communication is understood as an interpretive, relational, and ethically situated practice

Communicating respectfully amid uncertainty and differing interpretations

- Acknowledge patients' concerns, emotions, and perspectives
- Avoid dismissing patients' perspectives or concerns
- Maintain trust while addressing differing interpretations and uncertainty
- Communication is a relational and interpretive professional practice

Understanding uncertainty and differing interpretations in clinical communication

- Uncertainty is an inherent part of clinical communication
- Differing interpretations are an expected feature of AI-mediated clinical communication
- Not all communication encounters can be fully resolved
- Reflective inquiry supports understanding of AI-mediated clinical communication encounters