

## **Clinician and patient perspectives of AI scribes within hospital allied health settings: A mixed methods study**

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**Introduction:** Artificial Intelligence (AI) medical scribes show promise in streamlining clinical documentation, yet little is known about their use in allied health.

**Aims:** To evaluate the impact and acceptability of an AI scribe (Lyrebird Health) in allied health at Gold Coast Hospital and Health Service from both clinician and patient perspectives, and to explore implementation considerations.

**Methods:** Convergent mixed-methods design using surveys and semi-structured interviews with allied health clinicians, and patients with exposure to AI scribe. The study was guided by the Technology Acceptance Model and COM-B Framework. Interviews underwent deductive and inductive thematic analyses and surveys were analysed descriptively, with findings merged for interpretation.

**Results:** Across 10 allied health professions, 27 clinicians were interviewed and 97 completed surveys. Clinicians were overall supportive of the AI scribe and described it easy to use after initial setup. Many reported improved documentation quality but emphasised the need to review AI-generated notes for accuracy and patient safety. The AI scribe's usefulness was viewed positively, however it was considered inappropriate in certain settings including some acute mental health contexts. Patient perspectives (19 surveys, four interviews) indicated overall comfort with the AI scribe although some concerns about data privacy and accuracy. Factors influencing adoption included comprehensive training, peer and departmental support, time for integration, reliable infrastructure and perceptions of the AI scribe's value and reliability.

**Conclusions:** The AI scribe may enhance allied health practice, however, clinician review remains essential. Implementation should be context-specific and supported by organisational readiness to enhance enablers and address identified barriers.

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