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Area Information
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Applicability System-Wide AG

Artificial Intelligence Use and Restrictions Policy. 4.91

I. POLICY

This Policy details the permitted and prohibited uses of Artificial Intelligence (“AI”) at Baptist Health. The purpose of this Policy is to foster innovation at Baptist Health regarding the use of AI while also protecting patients, employees and Baptist Health from the potential risks associated with using AI.

II. PURPOSE

- A. To foster innovation at Baptist Health regarding the use of AI while also protecting patients, employees and Baptist Health from the potential risks associated with using AI.
- B. To establish procedures regarding the responsible and ethical use of AI.

III. SCOPE OF POLICY

- A. This Policy shall apply to all Baptist Health entities and authorized users.

IV. DEFINITIONS

- A. Artificial Intelligence (“AI”): Any technology, including Generative AI, that learns from input information and then produces new information with similar characteristics upon request by a user. AI includes, without limitation, Chat GPT, Google Bard and any other large language model or chatbot that is substantially similar.
- B. Personally Identifiable Information (“PII”): Any personally identifiable information protected by the Florida Information Protection Act of 2014 (FIPA).
- C. Protected Health Information (“PHI”): Any individually identifiable health information protected by the Health Insurance Portability and Accountability Act (“HIPAA”).

V. PROCEDURE

A. Prohibited Use.

1. All uses of AI are prohibited except for those permitted uses identified in Section V.B.
2. Most AI tools have not been trained or validated on clinical information and could pose a risk to patient care. Additionally, the use of AI could violate data privacy laws or result in unauthorized disclosure of confidential information. Except as otherwise permitted in Section V.B., PHI and PII (including, but not limited to, patient-specific clinical data), Baptist Health specific research product (including data or computer code), non-patient personal information, or any other information or data that is regulated by Baptist Health's privacy, security, operational or data governance policies should not be entered into any AI platform.
3. AI shall not be used in the clinical setting for the treatment of any patient, including for any personalized medicine or other interventions, unless specifically permitted in Section V.B.
4. If you have a question about whether any particular use of AI is permitted or prohibited by Baptist Health, you should contact the IT Data Intelligence Vice President or the Chief Digital Information Officer.

B. Permitted Uses.

1. The following uses of AI are authorized at Baptist Health provided that such uses comply with all state and federal laws and regulations, including the rules promulgated pursuant to HIPAA (collectively, "Permitted Uses"):
 - a. Approved Summarizing Tools (In-Network Only): These tools may be used for general business meetings to convert meeting transcripts into succinct summaries containing highlights and action items, thus saving time for meeting participants. Such tools must be approved by the AI Governance Committee and the AI must be stored on a private network without direct internet access. These tools must not be used for meetings in a clinical setting or that involve any PHI or patient treatment information.
 - b. Epic In Basket: This is a third-party offering from Baptist Health's electronic medical record provider. Epic's AI tool works by drafting in-basket message responses for clinicians to review, edit and send back to inquiring patients. This tool is intended to save time that physicians spend answering patient messages within My Baptist Chart. Physicians are expected to review messages generated with the help of AI before releasing them to patients.
 - c. Approved Epic BPAs (best practice advisories) from Clinical Decision Support.
2. The foregoing Permitted Uses are subject to additional specific rules and guidelines that may be adopted from time to time by the AI Governance Committee (via the Enterprise IT Project Governance Process) without requiring an amendment to this entire Policy.

C. Ethics.

1. The use of AI should comply with ethical principles including without limitation transparency, fairness, and accountability. Bias and fairness considerations should be addressed when developing and using AI. AI cannot be used in situations in which any bias or unfairness inherent in such AI could have negative consequences for an individual.
2. Patient autonomy and patient data security are paramount and critical. This policy incorporates and supplements all security and privacy protections, including all technical, physical and administrative safeguards that are enforced and govern Baptist Health.

D. Quality Assurance.

1. The accuracy and reliability of AI should be regularly evaluated and monitored by the users. Quality assurance protocols should be established to ensure the models' outputs are accurate and reliable, and that any errors or adverse events are appropriately addressed. The use of AI should be monitored by the AI Governance Committee to ensure compliance with guidelines and policies, and to ensure their continued relevance and effectiveness.
2. The results of AI should not be used by anyone that lacks the skill and expertise necessary to validate the quality of any such results. Users of AI are responsible for the accuracy of any statements developed by the use of AI that are then distributed by that person internally or externally to any party. Liability for damages and penalties for use of AI outside of the scope of employment with Baptist Health is a personal risk.

E. Data Security.

1. Appropriate technical and administrative safeguards should be in place to protect against unauthorized access, use, or disclosure of patient data. Transmission of PHI to any third-party AI is prohibited except where such transmission is Permitted Use under Section V.B. and subject to a Business Associate Agreement or other similar contract. Unauthorized release of any information considered to be the property of Baptist Health to any AI will be considered a breach of Baptist Health policy and treated as such.
2. In accordance with the Baptist Health Information Security Program, any security incident or data breach involving AI must be reported consistent with Incident Response Policy.

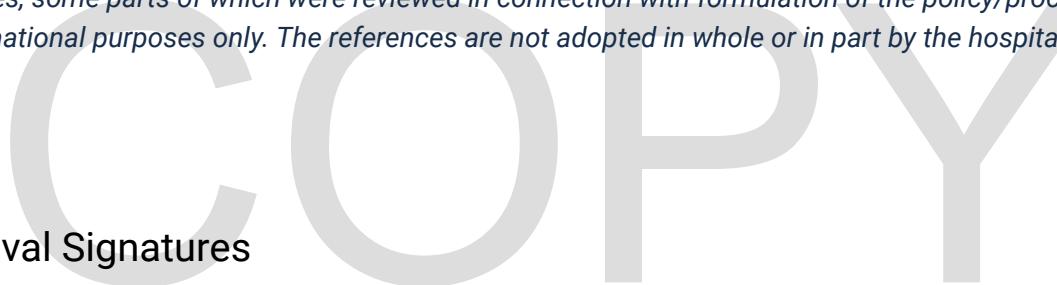
F. Non-Compliance.

1. Failure to adhere to this policy may result in termination of access to Baptist Health information systems and/or electronic resources, the enforcement of the Progressive Discipline, 1.2.11, and/or Immediate Discharge, 1.2.10 policy, up to and including termination.

VI. REFERENCES AND AUTHORITATIVE STANDARDS

- A. Guide | Commonsense Guide to ChatGPT / Generative AI, Baptist Health | [ChatGPT Guidelines \(Intranet\)](#)
- B. Policy | Immediate Discharge, 1.2.10
- C. Policy | Progressive Discipline, 1.2.11
- D. Policy | Acceptable Use Policy, 4.1
- E. Policy | Information Security Program: Incident Response Policy, 4.85

This policy/procedure is only intended to serve as a general guideline to assist team members in the delivery of patient care; it does not create standard(s) of care or standard(s) of practice. The final decision(s) as to patient management shall be based on the professional judgment of the health care provider(s) involved with the patient, taking into account the circumstances at that time. Any references to sources, some parts of which were reviewed in connection with formulation of the policy/procedure are for informational purposes only. The references are not adopted in whole or in part by the hospital(s).



Approval Signatures

Step Description	Approver	Date
SVP, Chief Digital Info Officer	Aaron Miri: EVP, Chief Digital Info Officer	08/2025
Chief Info Security Officer	James Case: SVP, Info Security Officer	08/2025
	Jose Muniz: Advisor, IS Risk Mgmt	07/2025

Applicability

BMC Beaches, BMC Clay, BMC Jacksonville, BMC Nassau, BMC South, Baptist Health System, Baptist MD Anderson, Baptist Medical Group, Baptist Primary Care, Wolfson Childrens Hospital

Standards

No standards are associated with this document

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