

# The Bilingual AI Consent Script

How to consent a patient for an ambient AI scribe, in English and Spanish.

**How to use this.** Hand the patient the written consent form in the language they speak. Ask if they have seen it before. Then explain it in plain words while they read along, or let them read it after. The form is in their hands, but the understanding comes from the conversation.

Two things live inside the words on purpose: **the tool is optional**, and **saying no does not change their care**. Say both out loud, and say them twice. Once is easy to miss under a white coat.

Adjust the 30-day deletion window to match your tool, and confirm your tool's data terms before you make any promise about them, because they vary by vendor.

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## The consent I give, out loud

*Sit down. Introduce yourself. Hand them the form in their language. Then, warm and unhurried, walk them through it. First visit, about one minute.*

*[Hand them the consent form in their language.]*

| ENGLISH                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | ESPAÑOL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| “Have you seen this consent before? Let me tell you what it says. We have a tool here in the clinic that many other clinics and hospitals across the country are using. It helps us with our notes. What it does is record our conversation and turn it into text that goes straight into your medical chart. We use it so I can pay more attention to you and not be typing the whole time. The recording is deleted after 30 days. This is completely optional. If anything comes up that feels sensitive, private, or confidential, we can pause it, skip it, or stop at any time. Saying no does not change your care in any way. Is that okay with you?” | “¿Ha visto este consentimiento antes? Déjeme decirle lo que dice. Aquí en la clínica tenemos una herramienta que usan muchas otras clínicas y hospitales en todo el país. Nos ayuda con las notas. Lo que hace es grabar nuestra conversación y convertirla en texto que va directamente a su expediente médico. La usamos para que yo pueda ponerle más atención a usted y no estar escribiendo todo el tiempo. La grabación se borra después de 30 días. Esto es completamente opcional. Si surge algo que se sienta delicado, privado o confidencial, podemos pausarla, no usarla, o detenerla en cualquier momento. Decir que no no cambia su atención de ninguna manera. ¿Le parece bien?” |

**RIGHT PATIENT, RIGHT CHART · BEFORE YOU PRESS RECORD**

After the patient says yes, say their date of birth out loud and confirm it before you start recording. It takes three seconds and prevents recording into the wrong patient's chart, an error with real legal weight.

*This one came from a colleague. Credit where it is due.*

## Check for understanding: teach-back

Do not ask “do you understand.” It only earns another yes.

| ENGLISH                                                                                                                                                                                           | ESPAÑOL                                                                                                                                                                                    |
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| <p>“So I know I explained it well, can you tell me in your own words what this tool does?”</p> <p>If the answer is off, explain again, simpler.<br/>Understanding is the goal, not agreement.</p> | <p>“Para asegurarme de que lo expliqué bien, ¿me puede decir con sus propias palabras qué hace esta herramienta?”</p> <p>Si la respuesta no coincide, explique otra vez, más sencillo.</p> |

**You do not have to do this with everyone.** If time is tight, use teach-back with the patients most likely to nod without following: limited health literacy, a second language, or anyone who may be agreeing out of politeness. A few seconds here saves the confusion later, and it is the difference between a nod and a yes.

## If the patient asks, or looks confused

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| <p>“What is this? What do I have to do?”</p> <p>“Nothing at all. You do not download anything or do anything. <i>[Show them the device.]</i> It is a tool on my side that listens and helps me write the note.”</p>              | <p>“¿Qué es esto? ¿Qué tengo que hacer?”</p> <p>“Nada. Usted no descarga nada ni tiene que hacer nada. <i>[Muéstrole el dispositivo.]</i> Es una herramienta de mi lado que escucha y me ayuda a escribir la nota.”</p>              |
| <p>“Who owns this? Can the company use or sell my information?”</p> <p>“Your information goes straight into your medical chart, the same as your other records. The recording is deleted after 30 days, and it is not sold.”</p> | <p>“¿De quién es esto? ¿La compañía puede usar o vender mi información?”</p> <p>“Su información va directamente a su expediente médico, igual que sus otros registros. La grabación se borra después de 30 días, y no se vende.”</p> |

**Confirm before you promise this.** Tell a patient the company does not use or sell their data only if your tool's Business Associate Agreement says so. Data practices vary by vendor. This is exactly what *The Pre-Flight Checklist for AI Tools* is for, free at [drgigimagan.com/resources](https://drgigimagan.com/resources).

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| <p>“Who hears it? Can I say no, or change my mind?”</p> <p>“Only your care team, the same people who already see your chart. And yes, you can say no or stop at any time, even in the middle of the visit. It changes nothing about your care.”</p> | <p>“¿Quién la escucha? ¿Puedo decir que no, o cambiar de opinión?”</p> <p>“Solo su equipo de salud, las mismas personas que ya ven su expediente. Y sí, puede decir que no o detenerlo en cualquier momento, incluso a la mitad de la visita. No cambia nada en su atención.”</p> |
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## The returning-visit version

*By the second or third visit they recognize it. A quick exchange, not a speech.*

| ENGLISH                                                                                                                                                                                   | ESPAÑOL                                                                                                                                                                                                          |
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| “Is it okay if I use my scribe today, the tool that records and helps with the note? Still optional, still deleted after 30 days, and we can stop anytime. Yes or no is completely fine.” | “¿Está bien si uso mi asistente hoy, la herramienta que graba y ayuda con la nota? Sigue siendo opcional, se borra después de 30 días, y podemos detenerla en cualquier momento. Sí o no, cualquiera está bien.” |

**On the time objection.** With your spiel down, the first-time version takes about a minute and the returning version takes seconds. That minute buys a patient who understands the risks, benefits, and alternatives. That is what makes it real consent.

## When a patient declines

| ENGLISH                                                                                                                    | ESPAÑOL                                                                                                         |
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| “Thank you for telling me. I am turning it off now. We will do this the regular way, and nothing about your care changes.” | “Gracias por decírmelo. La estoy apagando ahora. Lo haremos de la manera normal, y nada en su atención cambia.” |

**Turn the tool off in view of the patient.** A patient who declines should never feel their care suffered for it. Keep your tone, your pace, and your warmth exactly the same. Patients do not experience “this is optional” through your policy. They experience it through your face. If a decline ever costs a patient your attention, the choice was never real.

## Supporting notice for the waiting or exam room

*A posted notice supports the conversation. It does not replace it. The spoken consent is the consent. Print and post this where patients wait.*

| POST THIS · ENGLISH                                                                                                                                                                                                                                                                     | PUBLÍQUELO · ESPAÑOL                                                                                                                                                                                                                                                                                                              |
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| We may use a secure AI tool to help write your visit note. It records the conversation, turns it into text in your chart, and the recording is deleted after 30 days. It is voluntary. You can ask us not to use it, and saying no will not affect your care. Just tell your clinician. | Es posible que usemos una herramienta de IA segura para ayudar a escribir la nota de su visita. Graba la conversación, la convierte en texto en su expediente, y la grabación se borra después de 30 días. Es voluntario. Usted puede pedirnos que no la usemos, y decir que no no afectará su atención. Solo dígle a su clínico. |

**Educational template only. Not legal or medical advice.** Recording-consent requirements vary by state, and some states require all-party consent before audio is captured. Confirm your tool's data handling, retention window, no-sale and no-secondary-use terms, and Business Associate Agreement, and align this language with your institution's approved policy and your state law before use. All views are the author's own and do not represent any employer or affiliated institution.

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