
USE OF ARTIFICIAL INTELLIGENCE BY CCO MEMBERS

Guideline G-017

Quality Assurance Committee

Approved by Council: February 20, 2026 (came into effect April 23, 2026)



Note to readers: In the event of any inconsistency between this document and the legislation that affects chiropractic practice, the legislation governs.

INTENT

To ensure that use of Artificial Intelligence (AI) by members in practice is safe, ethical, effective, transparent, respects patient rights and privacy, and enhances quality of care while maintaining professional responsibilities.

DESCRIPTION OF GUIDELINE

Introduction

The emergence of AI is rapidly integrating into the delivery of health care. While AI has the potential to enhance and streamline the delivery of chiropractic care, there are important legal, regulatory and ethical considerations to ensure patient trust and professional responsibilities are met.

A member is responsible and accountable for compliance with CCO standards of practice, policies and guidelines and the overseeing of all clinical information in the application of AI in practice. This includes, but is not limited to: patient consultation and assessment, informed consent, reaching and communicating a diagnosis or clinical impression, developing and communicating a plan of care, delivering chiropractic care and any adjunctive therapies, referring a patient to another health professional, performing timely re-assessments, business practices, record keeping, and communication to the public through advertising, websites and social media.

The following guideline identifies key principles for members using AI in practice that maintain professional responsibilities and patient trust. This guideline does not set out new professional obligations but rather applies existing professional obligations and principles from CCO standards of practice, policies and guidelines to the use of AI in practice.

Guiding Principles

Clinical Competency (Standard of Practice S-001: Chiropractic Scope of Practice, Standard of Practice S-008: Communicating a Diagnosis)

- A member must have achieved, maintain and be able to demonstrate clinical competency in the use of AI if using it in practice, consistent with Standard of Practice S-001: Chiropractic Scope of Practice. This includes understanding the AI system and its application to the delivery of chiropractic care, the benefits, risks, biases and limitations of the use of AI, and how to adjust the AI system to different patient populations and circumstances.
- A member must understand the limitations of the use of AI. While AI may be able to analyze vast amounts of data or complex datasets, the outputs generated and the process by which those outputs are generated may not be immediately apparent or understandable to individuals. This creates challenges for validating the accuracy of the information.

Additionally, some research shows that AI may not always be correct in its decision-making and may provide false or inaccurate information (often referred to as hallucination in AI research). This creates further uncertainty as it relates to the output created by AI.

- A member must always review and oversee the results of any AI output and ensure that the use of AI does not replace sound clinical judgment. Overreliance on AI without applying sound clinical judgment can pose safety risks to patients as AI may replace the judgment of healthcare professionals rather than enhance their approach to patient care.

Additionally, the responses generated by AI are dependent on the nature and quality of the prompts provided by the human user. A poor prompt may lead to poor results, necessitating some skill on the part of the user. An AI tool must be tested for validity and reliability in the specific context of the application to the delivery of chiropractic care.

- A member must regularly review their AI system to ensure performance, safety and accuracy over time, as well as feedback to detecting errors and unintended consequences.

Consent (Standard of Practice S-013: Consent)

- A member must only use AI when there is a clear benefit to the delivery of chiropractic care to the patient that outweighs the risks.
- A member must obtain documented informed consent from patients prior to using AI in practice. Discussion must include transparency in what type of AI is used, how it is applied to patient care, if it involves any audio recording or transcription of record keeping, benefits and risks, and any other principles consistent with Standard of Practice S-013: Consent.

- Patients rely on regulated health professionals to be educated and qualified practitioners that have the competence, skill and expertise to deliver health care services. It may be challenging for patients to understand or trust the application of AI in the delivery of health care. It is essential that patients have a full understanding and appreciation of the application of AI in the delivery of chiropractic care to ensure trust is maintained.
- A member should be ready to use alternative options if a patient is uncomfortable with the use of AI.

Privacy, Confidentiality and Security (Standard of Practice S-002: Record Keeping)

- A member must comply with all relevant privacy legislation (e.g., the *Personal Health Information Protection Act, 2004*) and CCO Standard of Practice S-002: Record Keeping when using AI for patient personal health information. A member must understand the differences of a closed AI system vs. an open AI system ensure that the use of their AI system protects the confidentiality and privacy of patient personal health information.
- It is advisable for a member to work with their AI vendor to understand and apply security protocols and compliance tools.

Equity, Non-Discrimination and Accommodation (Guideline G-011: Accommodation of Human Rights and Disabilities)

- A member must ensure that the use of AI does not discriminate on the basis of human rights, including disabilities, or apply barriers to chiropractic care.
- A member must provide reasonable accommodations for patients who are uncomfortable, unwilling or unable to use AI, and alternatives to the use of AI.

LEGISLATIVE CONTEXT

This guideline should be read in conjunction with relevant legislation and CCO standards of practice, policies and guidelines, including but not limited:

- *Regulated Health Professions Act, 1991*
- *Chiropractic Act, 1991*
- *Personal Health Information Protection Act, 2004*
- S-001: Chiropractic Scope of Practice
- S-002: Record Keeping
- S-008: Communicating a Diagnosis
- S-013: Consent
- S-016: Communication to the Public
- G-008: Business Practices
- G-011: Accommodation of Human Rights and Disabilities
- G-016: Communication to the Public