

Responsible Use of Artificial Intelligence in Hearing Health Care

Association of Hearing Instrument Practitioners of Ontario (AHIP)

1. Statement of Purposes

The Association of Hearing Instrument Practitioners of Ontario (AHIP) recognizes that Artificial Intelligence (AI) can be a valuable tool when used appropriately. However, AI requires careful consideration and is intended to support professional practice, not replace the knowledge, clinical judgement, experience, or accountability of a hearing instrument practitioner. Safe and effective patient care must always remain the primary consideration.

The purposes of this Position Statement are to outline AHIP's principles for the responsible use of AI in hearing health care, and to provide guidance to Hearing Instrument Specialists (H.I.S.) and Hearing Instrument Dispensers (H.I.D.) about considering whether the use of AI is in the best interest of the patient and, if it is, about AI's use.

For the purposes of this Position Statement, Hearing Instrument Specialists (H.I.S.) and Hearing Instrument Dispensers (H.I.D.) are collectively referred to as practitioners.

The principles presented in this document are intended to complement existing legislation, provincial requirements, and AHIP's Standards of Practice. They do not establish new professional obligations or replace the requirements of practitioners, the [Personal Health Information Protection Act \(PHIPA\)](#) and/or other legislation applicable to the activities of practitioners. Rather, this Position Statement reflects AHIP's commitment to the promotion of innovation and to the maintenance by practitioners of the highest standards of patient care, privacy, professionalism, and public trust.

As AI technologies continue to advance, AHIP will encourage ongoing education, thoughtful adoption, and continuous evaluation to help ensure these tools are implemented in ways that benefit both practitioners and the patients they serve.

2. Transparency and Informed Consent

Practitioners have a responsibility to foster trust and confidence with patients through transparent communication. When considering the use of AI within hearing health care, practitioners should ensure that patients are provided with appropriate information to understand how AI may be incorporated into their care.

When AI is used in hearing health care, practitioners should be prepared to explain, in general terms:

- what AI tool is being used;
- why it is being used;
- how it supports patient care;
- what information it processes; and
- any known limitations or risks associated with its use.

The use of AI does not remove the importance of the professional relationship between the patient and the practitioner. Patients should continue to receive care that reflects their individual needs, preferences, and circumstances, with the practitioner maintaining responsibility for communication, recommendations, and clinical judgement.

In accordance with the principles of patient autonomy and informed choice, patients should be given full information and should be allowed to ask questions and be able to agree to or decline AI being used in their care.

For full information on consent requirements, please refer to [AHIP's Guidance Document on Consent](#).

3. Privacy and Security

Practitioners use of AI must comply with all applicable privacy legislation and professional obligations relating to the protection of personal health information. Before implementing AI technologies, practitioners should understand how patient information is collected, stored, used, retained, and protected by the AI system.

For example, identifiable patient information should not be entered into AI systems unless practitioners are satisfied that robust cybersecurity safeguards are in place and are regularly monitored to prevent misuse.

The [Information and Privacy Commissioner of Ontario \(IPC\)](#) oversees compliance with Ontario's privacy legislation, including PHIPA, and provides guidance on privacy, security, and emerging technologies such as AI. When evaluating AI technologies for use within their practice Practitioners are encouraged to consult IPC resources, including:

(i) the document titled 'Principles for the Responsible Use of Artificial Intelligence' ([2026-01-AI-principles-acc \(1\).pdf](#)) issued jointly by the IPC and the Ontario Human Rights Commission (OHRC); and

(ii) the IPC's [Privacy Impact Assessment Guide](#).

4. Responsibility and Accountability

The use of AI within hearing health care does not replace the professional responsibilities of practitioners. Practitioners remain responsible for the care they provide, including the decisions made, recommendations given, and information communicated to patients.

AI tools may assist with administrative, clinical, or communication-related tasks; however, practitioners should maintain appropriate oversight of any AI-generated information or recommendations used within their practice. AI systems may produce information that is incomplete, inaccurate, outdated, or inconsistent with the individual needs of a patient. Practitioners should critically review AI-generated content and use their professional knowledge and judgement when determining whether such information is appropriate for use.

The integration of AI into practice should complement and enhance, rather than diminish, the professional relationship between the patient and the practitioner. The expertise, experience, communication, and human connection provided by practitioners remain essential components of effective hearing health care.

Practitioners should consider the limitations of AI technologies, including the potential for errors, unintended outcomes, or biased results. AI systems are developed using data sets that may not fully represent every patient population or individual circumstance. Practitioners should remain aware of these limitations and ensure that AI use does not negatively impact the quality, accessibility, or fairness of patient care and the equitable treatment of all individuals.

Ultimately, accountability for the use of AI in patient care remains with the practitioner. Responsible adoption requires thoughtful consideration of how AI is implemented and ongoing evaluation to ensure that its use continues to support patient safety, professional integrity, and public trust.

5. AI-related Documentation

Accurate and complete documentation is an essential component of safe and effective hearing health care. The use of AI to assist with documentation does not change the responsibility of practitioners to ensure that patient records are accurate, complete, relevant, and reflective of the care provided.

AI-generated documentation should always be reviewed before being incorporated into the patient record. Practitioners remain responsible for ensuring that documentation meets all applicable professional, legal, and privacy requirements.

In addition, practitioners should maintain for review by patients detailed, plain-language documentation regarding AI systems which they use, including describing data sources, intended purposes, and potential impacts of the use of the relevant AI.

6. Clinical Decision-Making

Clinical decision-making within patient care requires the knowledge, skills, experience, and professional judgement of practitioners. While AI may provide information, assist with analysis, or support aspects of care, it does not replace the practitioner's responsibility to assess each patient's individual needs and determine appropriate recommendations.

Decisions related to patient care should continue to be based on professional knowledge, clinical observations, evidence-informed practice, and the individual patient's goals, preferences, and circumstances, while remaining consistent with [AHIP's By-laws](#), [Code of Professional Conduct](#), and [Standards of Practice](#). AI should support clinical reasoning, not replace the professional judgement required to provide individualized hearing health care.

Ultimately, responsibility for clinical decisions remains with the practitioner. AI should be considered a supportive tool that complements professional expertise while maintaining the standards of care expected within the profession.

7. Understanding AI Technologies

AI technologies continue to evolve rapidly, and practitioners should remain informed about changes in AI capabilities, limitations, privacy considerations, and emerging best practices. Understanding how an AI system functions, the information it uses, and how its outputs are generated can help practitioners make informed decisions about whether a tool is appropriate for their practice.

Practitioners should maintain knowledge and skills related to:

- the purpose, capabilities, and limitations of AI tools being used;
- recognizing that AI-generated information may be incomplete, inaccurate, or influenced by bias;
- understanding how patient information is collected, stored, protected, and used by AI systems;
- evaluating whether an AI tool is appropriate for its intended purpose and aligns with patient care needs;
- considering the accuracy and consistency of relevant AI outputs;
- ensuring that there is a "human in the loop" when AI is used, with clear accountability for AI decisions and outcomes;
- maintaining appropriate human oversight by reviewing AI-generated information before relying upon it; and
- participating in ongoing education and training related to the responsible use of AI.

Practitioners should also consider the broader impacts of AI implementation, including whether the use of a technology provides meaningful benefit to patients and supports the delivery of quality hearing health care.

8. Professional Competency and Use of AI

Practitioners should only use AI in areas where they possess the knowledge, skills, and professional judgement necessary to evaluate and oversee its use. AI is not a substitute for clinical education, experience, or professional development. Practitioners should not rely on AI to provide care or make decisions beyond their own knowledge, skills, or scope of practice outlined in AHIP's By-Laws, Code of Professional Conduct and Standards of Practice.

Overreliance on AI may impact professional judgement and reduce meaningful engagement in the patient care process. Practitioners should remain actively involved in assessment, recommendations, counselling, and follow-up care to ensure that patient needs continue to guide clinical decisions.

Patients trust practitioners to provide knowledgeable, compassionate, and individualized care. The appropriate use of AI requires the maintenance of balance between embracing innovation and preserving the professional expertise and human connection that are central to effective hearing health care.

9. Resources and References

AHIP acknowledges the work of health regulatory organizations, privacy authorities, and other health care stakeholders who have contributed to the ongoing discussion surrounding the responsible integration of AI into hearing health care.

Practitioners are encouraged to consult current and reliable resources when considering the implementation or use of AI within their practice. These resources should be considered alongside applicable legislation, AHIP's governing documents, and professional judgement.

Resources considered in the development of this Position Statement and available to support practitioners include:

- AHIP. [Code of Professional Conduct](#).
- AHIP. [Guidance Document on Consent](#).
- AHIP. [Standards of Practice](#).
- College of Audiologists and Speech-Language Pathologists of Ontario (CASLPO). [Practice Advice: Principles for Ethical Use of Artificial Intelligence](#).
- IPC and Ontario Human Rights Commission (OHRC) Principles for the Responsible Use of Artificial Intelligence ([2026-01-AI-principles-acc \(1\).pdf](#)).
- IPC. [Resources related to privacy protection, artificial intelligence, and emerging technologies](#).
- IPC. [Privacy Impact Assessment Guide](#).
- Office of the Privacy Commissioner of Canada. [Resources related to artificial intelligence, privacy, and responsible information management](#).
- [Personal Health Information Protection Act, 2004, S.O. 2004, c. 3, Sch. A](#).
- AI technology providers' privacy, security, and governance documentation
- Other applicable legislation, standards, and evidence-informed guidance related to AI and hearing health care.

Practitioners are encouraged to evaluate AI resources critically and consider whether information provided is current, evidence-informed, and applicable to their practice environment.

AI has the potential to enhance hearing health care when implemented responsibly. AHIP supports the thoughtful adoption of AI technologies that improve patient care while preserving professional judgement, protecting patient privacy, and maintaining public trust.

This Position Statement will be reviewed periodically to reflect evolving technology, legislation, and best practices.