

## **ACKNOWLEDGEMENT AND CONSENT FORM**

As part of our commitment to providing the best possible care for our customers and their pets, Community Pet Health Center and any of its affiliated hospitals (collectively the “Hospital”) may, with your consent, use an automated notetaking technology application utilizing artificial intelligence (the “Application”) to record and transcribe notes from conversations during veterinary appointments. This AI-powered scribe system assists our veterinary team by recording and transcribing veterinary consultations to enhance the accuracy and efficiency of your pet’s medical records. The veterinarian will then review, edit, and finalize the medical records to ensure all adequate and accurate information is recorded and maintained.

Our use of the Application for veterinary appointments is **purely optional**, and we will record notes of the appointment by traditional means if you do not wish to consent to the recording and transcription of your voice. This consent explains how the Hospital collects, stores, uses, and destroys any voice recordings and/or transcripts, which may constitute biometric information in some jurisdictions, in compliance with applicable laws.

### **Collection and Usage of Personal Information**

We may employ different vendors, such as Scribenote (provided by Scribenote, Inc.) or other similar vendors (the “System Vendor”) to provide the Application used to record and transcribe conversations (“Transcriptions”) between our veterinary staff and customers, with both parties’ consent, while fulfilling our customers’ pet care needs.

We do not use or disclose any information outside of what is necessary to transcribe notes relating to providing pet care, perform quality control review related to the treatment, and assert or defend claims related to providing our services (the “Purpose”). Transcriptions are not medical records and are not retained as part of medical records.

The Hospital and its System Vendor will not sell, lease, share, trade or otherwise profit from your information, but may use anonymized information therefrom (“Information”) for medical insights for use by the Hospital.

### **Retention and Destruction of Your Information**

The Transcriptions of veterinary visits are housed on affiliated or third-party cloud servers that are maintained and secured by the affiliates of the Hospital or System Vendor, and accessible by the Hospital. The Hospital and its System Vendors treat your information as confidential and exercise reasonable care to protect it from disclosure to unauthorized third parties. The Transcriptions will only be retained by the Hospital for so long as necessary for the Purpose and, in any event, for no longer than 30 days.

Your Information will be destroyed by the Hospital or its System Vendor when it is no longer needed for its original purpose unless applicable law requires it to be maintained for a longer period.

**ACKNOWLEDGMENT AND CONSENT:** By signing below, I acknowledge that I have read the Hospital’s Acknowledgment and Consent, understand it, agree to abide by it and voluntarily consent to the Hospital’s and/or its System Vendor’s recording, storage, use, transcription, disclosure, and destruction in accordance with the purposes described above.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date (MM-DD-YYYY)

\_\_\_\_\_  
Hospital Representative

Client Account number: \_\_\_\_\_