



# Unlocking Efficiency

Harnessing Generative AI for Practice Management

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fiverr.

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Freelance AI Video Maker

AI  
TOOK  
MY  
JOB

TO THE NEXT LEVEL

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Gili @gilidavid  
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Bespoke AI Solutions Provider

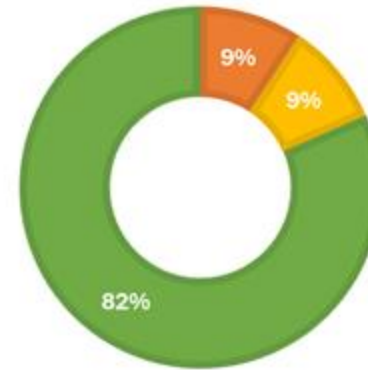


AI Forum  
New Zealand  
Te Kāhui Atamai Iahiko o Aotearoa

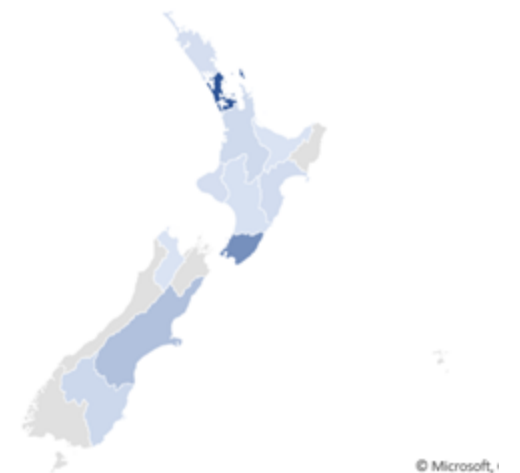
Harnessing the power of AI to enable a prosperous, inclusive and equitable future Aotearoa

MEMBER TYPE

Government Academic Business



Member Geographical Distribution



170+  
Members

110,000+  
New Zealand  
Employees

# **Artificial Intelligence**

Learns and makes decisions on its own



# **Regular Software**

Follows rules written by humans

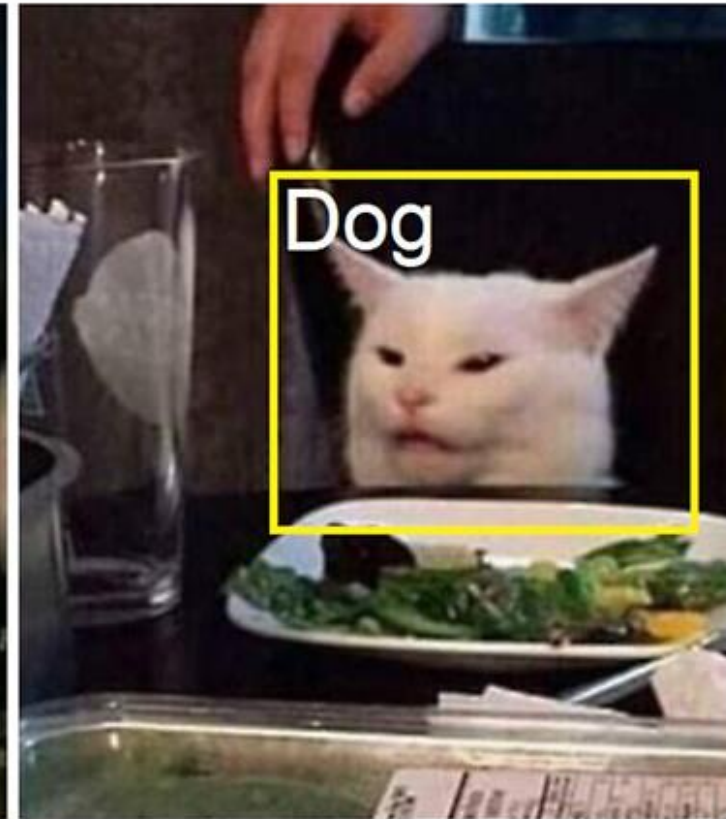


# Classic AI

Media saying AI will  
take over the world



My Neural Network



# Generative AI

ChatGPT 4o



In 2 sentences, why is this picture funny?



This image is funny because it contrasts the sensationalized fear of AI taking over the world, as portrayed by the media, with the humorous reality that AI can still make basic mistakes, such as mislabeling a cat as a "dog." The exaggerated expectations clash with the AI's comical errors, highlighting its limitations.



Message ChatGPT



The opposite of a cat is a cat. In this article we will explain it on the point of its own becoming a cat.

**GPT-2, 2019**



The opposite of a cat is a dog

Cats and dogs are often considered opposites because they are two different species of domesticated animals with contrasting physical and behavioral traits. Cats are known for their independence, agility, and quiet nature, while dogs are known for their loyalty, energy, and sociability. Additionally, cats are solitary animals that are primarily active at night, while dogs are social animals that are active during the day.

**GPT-3.5, 2022**



DALL-E Mini, **2021**



Midjourney, **2023**





< 1 year ago



4 months ago





# General AI Tools

Simple to onboard, multi-talented

Draft a short email to James to arrange a meeting

- check their availability next week wednesday 2pm - 5pm
- see if they prefer online or in person



Subject: Meeting Availability Next Week

Hi James,

I hope you're doing well.

I'd like to arrange a meeting and wanted to check if you're available next Wednesday, anytime between 2 pm and 5 pm. Would you prefer to meet online, or would an in-person meeting work better for you?

Looking forward to hearing from you.

Best regards,  
Ming



Message ChatGPT



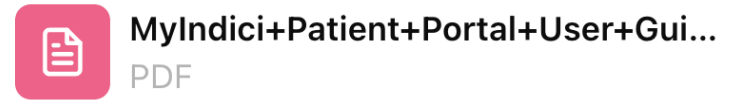
is hobsonville family doctors taking new patients?

Searched 4 sites

Hobsonville Family Doctors is currently **not accepting new patients** due to a high demand and staff shortages(Hobsonville Family Doctors)(Healthpoint). If you're looking for other options in the area, nearby practices such as **Hobsonville Point Medical Centre** or **Upper Harbour Medical Centre** may be alternatives to consider.

Speaker icon, Copy icon, Like icon, Dislike icon, Refresh icon

Message ChatGPT



How do I request a repeat prescription?



To request a repeat prescription in the MyIndici patient portal, follow these steps:

1. Go to the Medications section by clicking the Medications icon.
2. Find your long-term medications and mark the checkbox for the medication(s) you need.
3. Click "Repeat Selected Meds."
4. A box will open with instructions on how to complete the process.
5. If you need changes to the prescription (e.g., a different dosage or adding another medication), specify this in the Notes field.
6. Choose whether you want the script sent to a pharmacy or to pick it up from reception.

Message ChatGPT



Name	Email	Phone	Date of Birth	Medical Condition	Other Notes
Christopher Stanton	megan44@rivera.com	001-593-630-9536	13/09/2015	Diabetes	No significant notes
Monica Cunningham	paynematthew@frey.com	319.588.0738x817	15/06/1984	Respiratory illness	No significant notes
April Lewis	fcampbell@yahoo.com	+1-926-267-3344x16	29/01/2017	Respiratory illness	No significant notes
Megan Frey	nicole78@holmes.com	826.032.1886x80759	10/09/1995	Respiratory illness	Recently hospitalised for respiratory illness
Michael Thomas	twade@gmail.com	247-063-4075	16/01/1944	Schizophrenia	No significant notes
Susan Mcneil	robinsonluis@hotmail.com	(087)599-9627x7790	06/01/1982	Bipolar disorder	Pregnant
Brian Richardson	derekwright@blanchard-anderson	+1-903-862-5039x76	11/05/1942	Respiratory illness	Recently hospitalised for respiratory illness
Shawn Goodman	sheilahopkins@gmail.com	(091)667-0954x488	26/01/1960	Diabetes	No significant notes
Kelly Martinez	hkelley@hunter.com	061-127-5109	19/04/1941	Diabetes	No significant notes
Jeff Martinez	hutchinsonstacy@yahoo.com	374.469.9203x691	27/10/2002	Schizophrenia	No significant notes
Joshua Bowen	judithphillips@gmail.com	382.830.7039	30/11/1934	Schizoaffective disorder	Currently accessing mental health services
Gary Khan	terrelleileen@hotmail.com	001-943-191-0944x7	15/01/1973	Schizoaffective disorder	Recently hospitalised for respiratory illness
David Williams	bateskathleen@perez.com	+1-076-135-8948x09	04/01/1985	Respiratory illness	No significant notes
Sharon Greene	jakejohnson@santiago.com	+1-184-108-2356x13	03/05/1944	Schizoaffective disorder	No significant notes
William Hanna	john11@gmail.com	289.154.2970	22/04/1983	Respiratory illness	Currently accessing mental health services
Michael Mosley	rmoore@oconnor.com	712.330.5630	27/07/2016	Bipolar disorder	Currently accessing mental health services
Courtney Rowe	abigailglenn@gmail.com	(273)213-0966x194	16/05/1960	Schizoaffective disorder	Pregnant
Jermaine Rhodes	owalker@romero.info	(019)201-2372	07/01/1946	None	No significant notes
Amanda Lutz	rbrooks@hotmail.com	001-254-425-3164x3	16/08/1968	Schizophrenia	No significant notes
Bailey Price	shane14@jordan.com	(860)518-4342x7934	12/08/1980	Bipolar disorder	No significant notes

Fake Patients Flu Va...

Given the following patient list, provide me with a csv of patients that are eligible for a free flu vaccine this year based on the criteria:

The flu vaccine is free for people at higher risk of getting very sick, including:

- people aged 65 years and over
- people aged 6 months and over who have a long term medical condition like diabetes, asthma, or a heart condition
- pregnant people
- tamariki (children) aged 4 years and under who have been hospitalised for respiratory illness, or have a history of significant respiratory illness
- people with mental health conditions, including schizophrenia, major depressive disorder, bipolar disorder, or schizoaffective disorder
- people who are currently accessing secondary or

Can you analyze these patient statistics?

What are the common flu symptoms?

Message ChatGPT

Eligible Patients For Flu Vaccine

id	Phone	Date of Birth	Medical Condition	Other Notes
1	0593-630-953	2015-09-13	Diabetes	No significant notes
2	0663-4075	1944-01-16	Schizophrenia	No significant notes
3	07599-9627x77	1982-01-06	Bipolar disorder	Pregnant
4	0903-862-5039	1942-05-11	Respiratory illness	Recently hospitalised for respiratory illness

I have filtered the eligible patients based on the provided criteria for the free flu vaccine. You can download the CSV file of these patients using the link below:

[Download Eligible Flu Vaccine Patients \[-\]](#)



Can you analyze these patient statistics?

What are the common flu symptoms?

Message ChatGPT

# Tools



ChatGPT



Copilot

with commercial data protection

Gemini

 Claude

# AI Infused

Products you already use... enhanced with AI

# Re: Test Link External

**Andrew Revell** Tue, Jul 16, 11:13 AM ☆  
 Hi Simon/Ming, I have been trying this out, have also passed the link to some AI enthusiasts here at Serko. The overall i...

19

**Ming Cheuk** Mon, Jul 22, 12:09 PM (13 days ago) ☆  
 Oh yeh, I actually did have a prompt in there at some point for that. I added it back in and doesnt seem the most reliable. ...

**Ming Cheuk** <ming.cheuk@elementx.ai> Tue, Jul 23, 12:42 AM (12 days ago) ☆ ↩ ⋮  
 to Andrew ▾

Untracked [Log email to HubSpot](#)

Global null fix is in by the way.

Turns out it was as simple as changing from null to undefined so it doesn't pop that window up with the word "null" when it errors.

Cheers,  
Ming

Chief Technical Officer



## ◆ Gemini ⋮ ✕



"Re: Test Link" is about

- Andrew Revell and Ming Cheuk discuss testing and feedback on the Zena Travel Assistant.
- They resolve several issues and agree to deploy the assistant into Serko's environment after the GBTA event.

▼ Sources (1)

◆ Show me a longer summary

Show more suggestions

Enter a prompt here

Gemini for Workspace may display inaccurate information, including about people, so double-check its responses. [Learn more](#)

# Re: Test Link External



**Andrew Revell**

Jul 16, 2024, 11:13 AM ☆

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## ◆ Gemini [Close]



Have I addressed all the issues?



It looks like the main issues raised have been addressed. However, Andrew did mention one more thing that could be worth fixing:

- If a date is given in the past, Zena tries to book in the past, creating the null case. You mentioned you would deal with the null issue instead, which is a more blanket issue. It seems like you have addressed this, but it

◆ What is the main concern of Andrew Revell about the Travel Assistant?

Show more suggestions

Enter a prompt here

Gemini for Workspace may display inaccurate information, including about people, so double-check its responses. [Learn more](#)



+ New

Click to go back, hold to see history

# Workspaces

Create workspace

Deutsche Telekom

Issue Tracker - UneeQ / Exagon

selena\_dialog\_master

View workspace

Projects

No files in workspace

Gemini

31



when is the delivery date for the Serko GBTA Digital Human project?



The final delivery date for the Serko GBTA Digital Human project is July 22nd, 2024.

^ Sources (3)

UneeQ\_-\_ElementX\_-\_Serko\_Digital\_Human\_-\_GBTA\_-\_SOW\_-\_July\_2023.pdf

UneeQ - ElementX - Serko Digital Human - GBTA 2024 - SOW - July 2024

UneeQ - ElementX - Serko Digital Human - GBTA - SOW - July 2023

Gemini can't reference Calendar or Chat yet. Check dates and times for accuracy. [Learn more](#)

Summarize the file 2024/07/21 - MVP Issues

Show more suggestions

Enter a prompt here

Gemini for Workspace may display inaccurate information, including about people, so double-check its responses. [Learn more](#)

Home

Activity

Workspaces

My Drive

Shared drives

Shared with me

Recent

Starred

Spam

Trash

Storage

40.41 GB used

Admin console

40.41 GB of shared 30 TB used



00:00:55 | Recording | Positive

Jeff Comstock  
Customer

Microphone, End call, Transfer, Hold, Repeat, Call log

Customer Summary

Copy URL

### New Conversation

Conversation · Customer summary

#### Details

Search customer **Jeff Comstock**

Contact  
**Jeff Comstock**

Seattle

jeff.comstock@outlook.com

Phone

Search issue **Order for Smart Brew 300**

Case  
**Order for Smart Brew 300**

Delivery

High

Active

#### Conversation summary

Phone call details Skills

Phone Number **+14854892910**

---

Conversation details

Engagement channel **Voice call**

Waiting time **11 secs**

Queue **Gold membership help**

#### Recent Cases

CA Cafe A-100 restart issues  
CAS-01000-F7T3D9  
Normal

Gm Gold membership renewal  
CAS-01008-M3P0Z5  
Low

Of Order for Smart Brew 300  
CAS-01015-L1Z3V0  
High

Vb VIP benefits inquiry  
CAS-01002-N4C0S1  
Low

#### Transcript

upgrade.

+17344892910 - 2:03 PM

KC Absolutely, let me connect you to our membership team to discuss your options.

KC Jeff is a Gold tier customer looking to discuss membership options.

Internal message - Kona Contoso Ignite Bot - 2:03 PM

Recording and transcription resumed. 2:04 PM

Hi Jeff, good to hear from you. My name is Adi. Thank you for being a gold subscriber for the past two years. Were you interested in learning more about the other tiers?

Kos Srivastava - 2:04 PM

+1 I've loved my contoso coffee subscription. So far. I have a couple of family members that also want to join and I wanted to see if upgrading to a family plan would save me money.

+17344892910 - 2:04 PM

Absolutely, let me look at your current plan.

Kos Srivastava - 2:04 PM

### Smart assist

Knowledge article suggestions

**Membership Tiers**

Learn about the benefits and costs of membership tiers at Contoso Coffee.

94% confidence • Relevant? Yes No

**Order Status**

Check the order status of upcoming deliveries for customers.

76% confidence • Relevant? Yes No

**Delivery Never Arrived**

Submit a case to explain why your product is not delivered to the address

74% confidence • Relevant? Yes No

Similar case suggestions

**Request For Membership Upgrade For Carla Yates**

Resolved . 10/1/2021 . Tony Evans  
Carla added her parents to the Gold

78% confidence • Relevant? Yes No

**Missing Tracking Number For Order**

Resolved . 09/29/2021 . Jen Forrest  
Tracking number was not received in the

76% confidence • Relevant? Yes No

**Smart Brew 300 Delivery Delayed**

Resolved . 9/16/2021 . Sarah Burke  
Coffee machine was delayed during

65% confidence • Relevant? Yes No



# Tools



# Specialist Software

Built for healthcare providers

Exciting news! [Nabla rolls out at Carle Health through Epic integration.](#)

# Enjoy care again

The leading ambient AI assistant,  
freeing  
clinicians from the documentation  
burden.

- ✓ 2 hours saved per day per provider
- ✓ Deployed in 70+ health organizations
- ✓ Loved by 30,000+ clinicians

Try it for free →

## Clinical note

Fatigue and headache

### CHIEF COMPLAINT

Headaches and persistent fatigue

### HISTORY OF PRESENT ILLNESS

Mr. Doe, 46 y.o., reports headaches

- Occurs throughout the day
- Located on the right side
- Stopped blood pressure medication last month

### PAST MEDICAL HISTORY

- Hypertension
- Type 2 diabetes
- Obesity

### ASSESSMENT

Possible sleep apnea or uncontrolled hypertension causing fatigue and headaches

Send to EHR

# A paradigm shift in orthopedic care

Increase profit, productivity and patient satisfaction

## AskAI

Physicians and clinic staff can chat to retrieve trusted validated information and automate office admin tasks

## Patient Chat

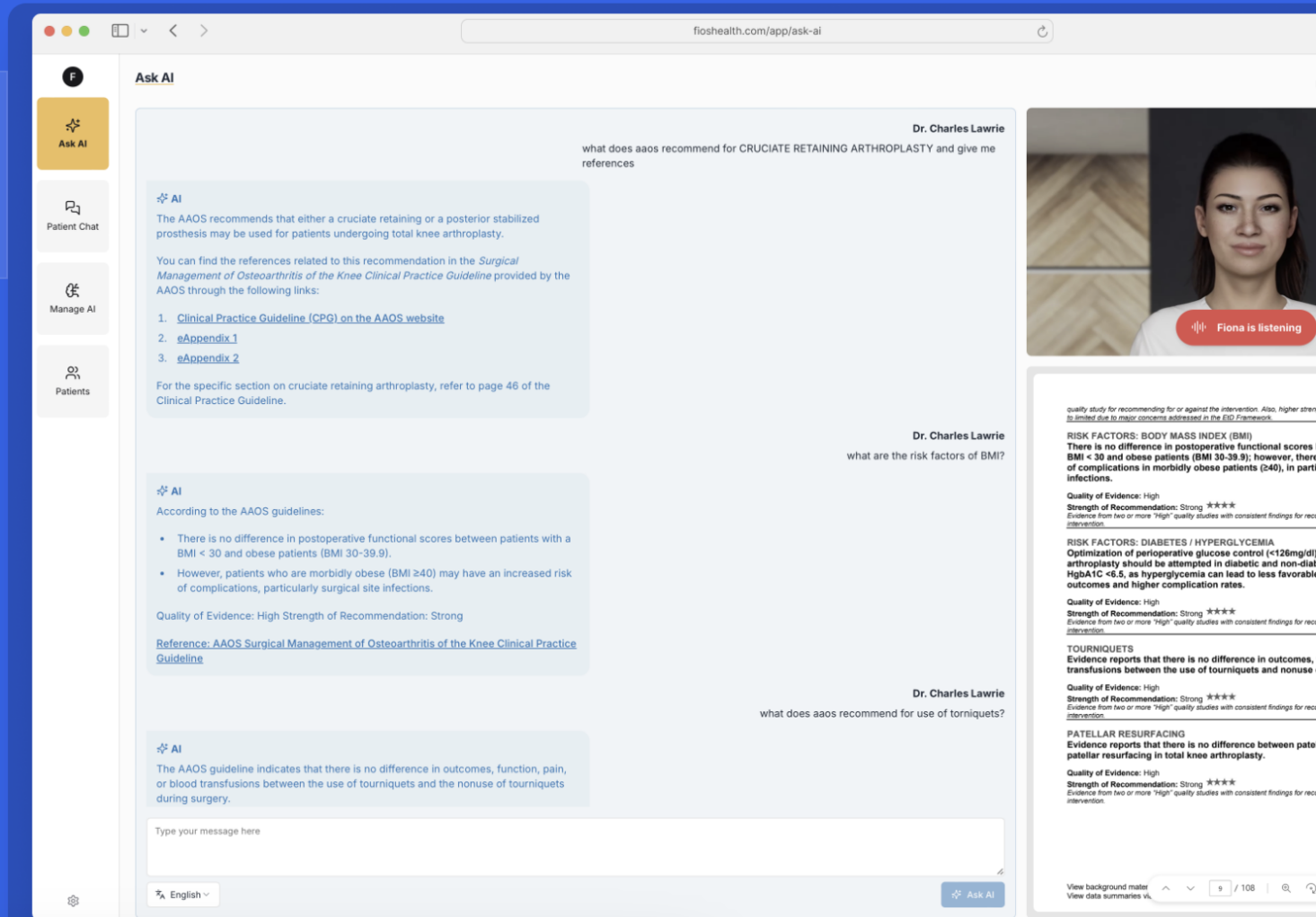
Automate patient management, patients can ask your digital assistant questions via WhatsApp/SMS with safe escalation when needed

## Manage AI

Simple to customize an assistant to your practice and physicians' knowledge, giving comfort about information sources

## Digital Twin

Digital representation of each patient, summaries of history and current status, saving you valuable consult time



# For everything else, there's bespoke

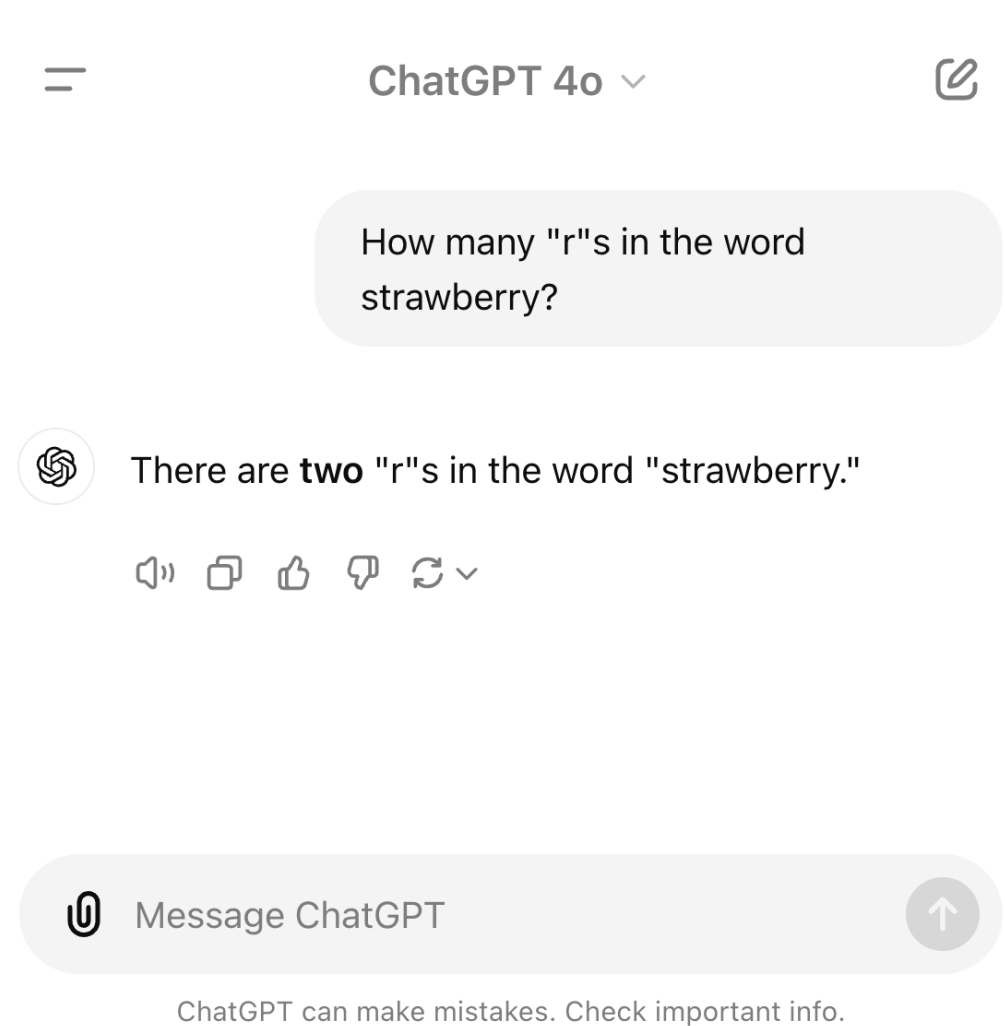
Making it easy for people to build their own assistants

Practicing safe AI

# AI can make mistakes

- Use AI in areas you **understand**
- Always check its work!

“Treat it as a fresh intern”



The screenshot shows a chat interface with a header bar containing a menu icon, the text "ChatGPT 4o", and a share icon. A user message in a light gray bubble asks, "How many 'r's in the word strawberry?". The AI response, preceded by the OpenAI logo, states, "There are **two** 'r's in the word 'strawberry.'". Below the response are icons for voice, copy, thumbs up, thumbs down, and refresh. At the bottom, a text input field contains "Message ChatGPT" and a send button. A footer note reads, "ChatGPT can make mistakes. Check important info."

# Privacy & Data Security

- Stick with commercially available solutions from trusted vendors
  - **No such thing as a free lunch**
- Understand what they do with your data
  - Worth reading the T&Cs
- Be mindful of existing regulations e.g. **Privacy Act 2020**
  - Health Information Privacy Code 2020
  - Health Information Governance Guidelines



# Getting Started

- Talk to Copilot or ChatGPT
  - Understand it's capabilities and limitations
- Talk to your ~~doctor~~ software vendors
  - Chances are they're integrating AI in their product already



# Thank you

[ming.cheuk@elementx.ai](mailto:ming.cheuk@elementx.ai)