AI IN HEALTHCARE

One more AI vendor email.

Why the delete key may be the best AI governance tool you own.

Swipe through

THE INBOX

Every message promises the product nobody has ever seen.

The next best thing. The one that changes everything. Then the same promise arrives again the next morning, from someone else.

THE MARKET

The market is flooding, and most of it is garbage.

There are no guardrails.

There is not even a railway for the train to run on.

BOLTED ON

AI is being bolted onto products vendors barely understood before it arrived.

When it breaks, and it will break, most of them will have no idea how to fix it.

ASK THE SALES REP

Five questions before you sign anything.

- Which model sits under the hood?
- Where does our data go once it leaves our system?
- Does our data train anything?
- Who on your side can see it?
- Where is the business associate agreement?

THEN WATCH THE ROOM

Then watch the room go quiet.

Most of them have never read the documentation for the model they are selling.

> Their knowledge is puddle deep, and they are asking you to trust them with protected health information.

FEBRUARY 2024

Change Healthcare

192.7M

individuals impacted, as reported by Change Healthcare to the HHS Office for Civil Rights on July 31, 2025.

> The way in: a remote access portal with no multifactor authentication.

THE LESSON

That breach had nothing to do with AI.

It was a missing lock on a door.

> Now picture the same carelessness from vendors who cannot tell you where your data goes.

WHAT COMES NEXT

Breaches like it will become common.

Many of us will be better off buying insurance to cover them, because the breach is coming whether the vendor understands its own product or not.

TO THE LAWYERS

Every contract needs a new AI addendum.

Chances are most vendors are already running client data through AI systems in ways that would not survive a compliance review.

Make them disclose in writing every AI tool that touches your data.

Make them state plainly whether your data trains anything.

FAIR WARNING

The vendors will say I am painting with a broad brush.

Some of them are building carefully, and they are easy to spot.

> They hand you the documentation before you ask for it.

UNTIL THE REST CATCH UP

The delete key is the best AI governance tool you own.

Source: U.S. Department of Health and Human Services, Office for Civil Rights, Change Healthcare Cybersecurity Incident FAQs. Access detail: UnitedHealth Group CEO testimony to Congress, 2024. Educational commentary. Not legal advice.