

FIELD GUIDE

Five questions before a decision.

An original discussion aid for one proposed use. It is not a validated scale, app approval or compliance certificate.

Purpose

What job, for whom, in which setting?

Name one narrow use and one excluded use.

Evidence

What supports this exact use?

Name relevant evidence and an uncertainty.

Data

What information goes where?

Sketch input, providers, storage, access and deletion questions.

Human responsibility

Who checks, decides and acts?

Name a role at each decision and a fallback.

Review

What tells us to continue, change or stop?

Name an observable outcome, a review point and a stopping condition.

Start with a specific task. Keep the people, evidence, data arrangement and responsible roles visible. An unanswered question becomes useful when someone can identify what is needed next.

CONVERSATION OPENINGS

Begin with curiosity.

Original prompts to adapt using professional judgment; not a clinical assessment protocol. Informed by the professional conversation resource P8.

- Has an AI tool been part of how you've been making sense of things recently?
- What do you find yourself going to it for?
- Which parts have been useful? Which parts have left you unsure or feeling worse?
- What tends to happen just before you use it, and what do you do afterward?
- Has anything it suggested changed what you do between our sessions?
- What personal information have you felt comfortable sharing with it?
- Would it help to look at one response together?
- What would tell us that the way you're using it needs to change?

Notice the pattern

- What happens before the person uses the tool?
- What do they experience during the exchange?
- What do they do, believe or feel afterward?

DISCUSSION 1 / 10 MINUTES

Understand the use

FICTIONAL CASE

“I’ve started talking to AI at night. It helps me put things into words. I brought a summary today because I didn’t want to forget what happened during the week.”

What is AI doing for Maya, and what would you want to understand before responding?

Possible value

Possible concern

Missing context

First question

Share: Share one useful possibility and one unanswered question.

Go further: Would your questions change if this were a general chatbot, a structured journal, or a tool claiming to deliver treatment?

DISCUSSION 2 / 13 MINUTES

Open the conversation

FICTIONAL CASE

“The AI said my colleague was manipulating me. When you ask for more context, I feel like you don’t believe me. It gets what I’m saying straight away. I’ve asked it about this on a few evenings because I’m still not sure.”

How would you open the conversation while taking Maya seriously and making room to examine the interpretation?

Opening line

Something to understand

Boundary or next step

Share: Say your opening aloud; add one unresolved question.

Go further: What information would change your view of whether the pattern supports reflection or keeps the concern going?

DISCUSSION 3 / 15 MINUTES / GROUP A

A clinic documentation proposal

Fictional proposal. Use the five questions, then prepare a conditional decision.

A fictional clinic is considering a tool that records encounters and produces draft notes. Its demonstration is convincing. The supplier says clinicians can review before saving. The clinic has not established the full data flow, recording arrangements, evidence for its own workflow, or what happens to recordings and drafts after deletion. Some team members expect a time saving; another worries that review could become a quick skim.

Purpose: What job, for whom, in which setting?

Evidence: What supports this exact use?

Data: What information goes where?

Human responsibility: Who checks, decides and acts?

Review: What tells us to continue, change or stop?

Our decision: worth investigating / needs conditions or more information / not appropriate for this proposed use.

Share a condition, an unresolved question, and the responsible role. Say what could change your view.

DISCUSSION 3 / 15 MINUTES / GROUP B

A between-session reflection proposal

Fictional proposal. Use the five questions, then prepare a conditional decision.

A fictional practitioner is considering a reflection tool that lets clients record thoughts and produce a summary to bring to appointments. It may help a client remember the week. It is unclear how the tool handles uncertain interpretations, what it retains, and whether clients might expect their practitioner to see or respond to entries. The practitioner has not identified evidence for the particular tool and intended clients.

Purpose: What job, for whom, in which setting?

Evidence: What supports this exact use?

Data: What information goes where?

Human responsibility: Who checks, decides and acts?

Review: What tells us to continue, change or stop?

Our decision: worth investigating / needs conditions or more information / not appropriate for this proposed use.

Share a condition, an unresolved question, and the responsible role. Say what could change your view.

TAKE IT INTO PRACTICE

Your next conversation.

Keep this privately. No submission or contact details are required.

One question I will ask

One boundary I will think through

One source I will read

A specific use I want to investigate

What I need to know next, and who could answer it

A useful next step is small and specific. Consider what can be explored with fictional material, what needs professional or organisational input, and how you would review the decision.

SOURCE LIBRARY

Original research

Research checked 13 September 2026. Links lead to the original paper or issuing organisation. Access conditions may vary.

E1 Sycophantic AI decreases prosocial intentions and promotes dependence

Myra Cheng et al. | 2026-03-26
doi.org/10.1126/science.aec8352

E2 Expressing stigma and inappropriate responses prevents LLMs from safely replacing mental health providers

Jared Moore et al. | 2025-06
doi.org/10.1145/3715275.3732039

E3 Evidence of Human-Level Bonds Established With a Digital Conversational Agent: Cross-sectional, Retrospective Observational Study

Alison Darcy et al. | 2021-05-11
doi.org/10.2196/27868

E4 Human-AI collaboration enables more empathic conversations in text-based peer-to-peer mental health support

Ashish Sharma et al. | 2023-01-23
doi.org/10.1038/s42256-022-00593-2

E5 Randomized Trial of a Generative AI Chatbot for Mental Health Treatment

Michael V. Heinz et al. | 2025-03-27
doi.org/10.1056/Aloa2400802

E6 Efficacy of a Conversational AI Agent for Psychiatric Symptoms and Digital Therapeutic Alliance: A Randomized Clinical Trial

Anat Shoshani et al. | 2026-04-14
doi.org/10.1001/jamanetworkopen.2026.6713

E7 Ambient AI Scribes in Clinical Practice: A Randomized Trial

Paul J. Lukac et al. | 2025-11-26
doi.org/10.1056/Aloa2501000

E8 Rapid Evaluation of Artificial Intelligence Technology Used for Ambient Dictation in Primary Care: Comparing the Quality of Documentation of Artificial Intelligence-Generated and Human-Produced Clinical Notes

Ashok Reddy et al. | 2026-04-17
doi.org/10.7326/ANNALS-25-02772

E9 Delivering Cognitive Behavior Therapy to Young Adults With Symptoms of Depression and Anxiety Using a Fully Automated Conversational Agent (Woebot): A Randomized Controlled Trial

Kathleen Kara Fitzpatrick et al. | 2017-06-06
doi.org/10.2196/mental.7785

SOURCE LIBRARY

Guidance and professional resources

Research checked 13 September 2026. Links lead to the original paper or issuing organisation. Access conditions may vary.

P1 Artificial Intelligence in Healthcare Guidelines (AIHGle 2.0)

Singapore Ministry of Health and Health Sciences Authority | 2026-03

https://isomer-user-content.by.gov.sg/7/cb2b2af1-8b99-42ce-aa27-41223d4dff3d/MOH%20MHC%20Cir%200024_2026%20Annex%20A%20Updated%20MOH%20AI%20in%20Healthcare%20Guidelines%20%28AIHGle%202.0%29.pdf

P2 Data security requirements apply to AI tools that process patient data

Singapore Ministry of Health | 2026-08-04

<https://www.moh.gov.sg/newsroom/data-security-requirements-apply-to-ai-tools-that-process-patient-data/>

P3 Digital Health

Singapore Health Sciences Authority | date not stated

<https://www.hsa.gov.sg/medical-devices/digital-health/>

P4 Advisory Guidelines for the Healthcare Sector

Singapore Personal Data Protection Commission | 2023-09-20

<https://www.pdpc.gov.sg/-/media/files/pdpc/pdf-files/advisory-guidelines/advisory-guidelines-for-the-healthcare-sector-sep-2023.pdf>

P5 Ethics and governance of artificial intelligence for health: Guidance on large multi-modal models

World Health Organization | 2024

<https://www.who.int/publications/b/70584>

P6 The App Evaluation Model

American Psychiatric Association | date not stated

<https://www.psychiatry.org/psychiatrists/practice/mental-health-apps/the-app-evaluation-model>

P7 Use of generative AI chatbots and wellness applications for mental health

American Psychological Association | 2025-11

<https://www.apa.org/topics/artificial-intelligence-machine-learning/health-advisory-chatbots-wellness-apps>

P8 Discussing AI use in therapy

American Psychological Association | 2026-06-16

<https://www.apa.org/topics/artificial-intelligence-machine-learning/discussing-ai-use-therapy>