Using ChatGPT for Patient Navigation: Views from Patient Navigators

Why is this project important?

- ChatGPT has received significant publicity and attention since its launch in 2022.
- Preliminary research shows that ChatGPT may have some use in the health sector, for both patients and health practitioners.
- To date, there has been little research on the use of ChatGPT with emerging models of care, such as patient navigation.
- Patient navigation involves the use of trained navigators to help patients and their caregivers move through the health care system in a more efficient and timely manner.
- The aim of this study is to determine how ChatGPT can be used to facilitate patient navigation.

What are we doing?

- We are recruiting patient navigators from across Canada, representing a range of health areas and patient populations.
- Participants will start by familiarizing themselves with ChatGPT and testing its capabilities for patient navigation.
- Afterward, they will engage in a one-on-one interview over the Zoom video conferencing platform.
- They will be asked how ChatGPT can be used to facilitate patient navigation for both navigators and patients/caregivers.
- They will also be asked about potential benefits and drawbacks to using ChatGPT for patient navigation.
- As the study progresses, interviews will be transcribed and key themes will be identified in the interview data.

How will this help?

- The results of this study will be used to develop best practices guidelines on the use of ChatGPT for patient navigation.
- These guidelines will be shared with patient navigators and health practitioners to help inform practice.
- They will also be shared with the public to raise awareness of how to use this technology safely and appropriately.

Who can I contact?

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