

1 **Considerations for the Use of Artificial Intelligence in the Creation of Lay Summaries of** 2 **Clinical Trial Results**

3 **I. Introduction**

4 The landscape of medicinal product research and development is continually evolving as
5 new technologies reshape traditional practices. One such technological advancement is the
6 use of Artificial Intelligence (AI) in generating lay summaries (LS) of clinical trial results. Lay
7 summaries are crucial for increasing transparency and ensuring that trial results are
8 accessible and understandable to patients and the public. As AI technology progresses, it
9 presents both opportunities and challenges in the context of LS.

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11 Our collaboration is composed of clinical trial transparency industry experts with diverse
12 backgrounds in medical writing, technology, clinical operations, plain language, and patient
13 engagement. This work group has considered how to leverage AI while maintaining high
14 standards by ensuring that all AI-generated content is reviewed, revised, and validated by
15 knowledgeable experts. Through this balanced approach, it can be ensured that LS are both
16 accurate and accessible, fostering greater trust and understanding between the clinical
17 research community and the public.
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In this document, AI will be used to refer primarily to large language models (LLMs) that generate text. Commonly known LLMs include ChatGPT, Gemini, Claude, and Llama.

Additionally, lay summaries (LS) of clinical trial results are also known as lay language summaries (LLS) of clinical trial results, plain language summaries (PLS) of trial results, or trial results summaries (TRS).

20 **A. Background**

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22 Lay summaries are essential for making clinical research results more transparent and
23 accessible to non-scientists, addressing the traditional barrier of complex scientific
24 language. AI has the potential to streamline the drafting of LS, saving time and
25 resources. However, overreliance on AI to generate these summaries without
26 appropriate human oversight can lead to inaccuracies or misinterpretations. This is
27 especially relevant when using data from sources like ClinicalTrials.gov, which may lack
28 the context to appropriately develop an LS.
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30 AI's use in health and medical enterprises is increasingly subject to regulatory oversight,
31 with the United States and EU developing frameworks aimed at ensuring data privacy,
32 accuracy, and ethics in AI applications, such as the U.S. Blueprint for an AI Bill of Rights,
33 the NIST AI Risk Management Framework, the EU Artificial Intelligence Act, and the EU
34 Ethics Guidelines for Trustworthy AI. In parallel, guidelines from organizations on AI-
35 generated medical writing like ICMJE, AMWA, EMWA, and IMPP emphasize the need
36 for transparency, accuracy, and human oversight. In turn, organizations are developing
37 and deploying AI use cases and respective policy documents, including tools for drafting
38 scientific and public- or patient-facing documents.

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As regulatory frameworks and guidelines and AI technology evolve, stakeholders must stay informed and adopt practices to ensure compliance and maintain high quality LS. At the time this document was developed, guidelines for using AI in medical information publication or disclosure were limited and lacked actionable recommendations, and no guidelines existed for the responsible use of AI in creating LS or other patient-friendly clinical research information.

This document was developed over an extended consultative process involving more than 15 organizations from the US and EU including industry, academia, and a non-profit patient-focused organization. The work group involved in creating this document is committed to ensuring accurate and appropriate use of AI in creating LS. This document aligns with recommendations from the Good Lay Summary Practice guidance document and other LS practices broadly accepted as industry standards.

This document was initially drafted using AI technology with the goal of testing the recommendations and considerations we have developed. Authors from the work group drafted select sections of the initial draft based on an outline the work group previously discussed and approved. After the first draft was created, the draft underwent multiple iterations of work group review and revision. This included incorporating feedback from a public comment period that informed the final contents of this document. [Placeholder: brief summary of the number and type of organizations that provided public comment feedback and the key comments/topics mentioned/revised]. Both human review and AI were also used to review and revise drafts for consistent voice, neutral language, any missing information, spelling, and grammar.

B. Opportunities and Challenges

AI has the potential to create efficiency in the creation of LS and enhance health literacy by making information more accessible to patients and the public. When used effectively, AI can streamline development, allowing for quicker delivery of clear, patient-friendly content.

While AI integration into LS processes offers many opportunities, it also presents challenges, including the risk of inaccuracies, biases, and ethical concerns. Human review is essential to ensure accuracy and clarity, as AI cannot fully comprehend the nuances of scientific data, cultural contexts, or the emotional tone needed for high-quality LS. By combining AI's efficiency with expert oversight, we can ensure the public and patients receive timely, accessible information promoting greater equity in healthcare. Responsible AI use is critical—with technology serving to complement, not replace, human expertise.

C. Application and Scope

The Good Lay Summary Practice guidance remains the accepted industry standard for creating and delivering high quality LS. This document can be used in addition to established standards and processes when seeking to use AI in the authoring stage of an established process.

83 We support a balanced approach that involves using AI for initial drafting and revisions,
84 while maintaining transparency about its role and ensuring human oversight. This
85 process mitigates risks, supports compliance with regulatory standards, and ensures
86 summaries are accurate and patient friendly. As AI evolves, ongoing review and
87 adaptation of these practices will be essential to meet emerging regulations and
88 technological advances.

89 This document serves as a set of considerations for study teams and medical writers
90 considering the use of AI in LS, emphasizing the need for human review and
91 transparency. While focused on LS, many of the principles can also apply to other
92 public- and patient-facing communications, such as the plain language protocol
93 synopsis. By maintaining high standards and leveraging AI with expert oversight, we aim
94 to produce understandable, accessible, and trustworthy LS that enhance patient and
95 public understanding and overall trust in clinical research.

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97 **II. Areas for Concern:**

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A. Human Involvement

100 Overreliance on AI in creating LS for clinical trial results raises concerns, as AI lacks the
101 nuanced understanding and contextual knowledge human experts provide. Without
102 proper oversight, AI-generated LS may misrepresent complex data or miss critical details
103 leading to inaccurate summaries. This concern was observed in 2023 in a large-scale
104 instance of publicly posted, AI-generated LS that lacked proper human oversight. These
105 lay summaries were eventually removed from the public domain after significant
106 concerns were raised regarding their accuracy. To ensure accuracy, AI should
107 complement, not replace, human expertise, with professionals reviewing and refining
108 content. Additionally, involving patient and public representatives in the LS development
109 process ensures summaries are both scientifically accurate and accessible to their
110 intended audience. Their feedback enhances the relevance of LS, capturing
111 perspectives that AI alone cannot address and fostering trust between researchers and
112 the public.

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B. Disclosure of AI use

114 Transparency about AI's role in developing LS is essential for maintaining public
115 confidence. Undisclosed AI involvement may create skepticism or erode trust in the
116 accuracy of the information. Given the evolving understanding of AI's capabilities,
117 understandable communication about its use helps address potential misconceptions
118 and fosters a more informed and trusting relationship between the public and the
119 research community.

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Per Chapter 4, Article 50, Paragraph 4 of the EU AI Act: *Deployers of an AI system that generates or manipulates text which is published with the purpose of informing the public on matters of public interest shall disclose that the text has been artificially generated or manipulated.*

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C. Involvement of Research Sponsor

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In most cases, the research sponsor(s) responsible for the disclosure of clinical trial results will develop an LS, either internally or outsourced with oversight including review and approval responsibilities. However, given the public availability of many clinical trial results and the increase in organizations who aim to make research results more accessible, there may be instances where research sponsors are not the drivers of LS development.

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Sponsor staff and subject matter experts possess a deep understanding of a study's design, objectives, endpoints, and statistical analysis, providing critical insights that ensure an LS aligns with scientific nuances and addresses patient interests. Their involvement is vital to accurately interpret complex data and present it in a way that is both clear and accessible to the public. While tools and practices aimed at improving accessibility can promote equity, the absence of sponsor oversight increases the risk of misinterpretation or omission of critical details.

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D. Misinformation and Disinformation

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Misinformation refers to unintentional inaccuracies or errors in information, which can occur when AI misinterprets data or lacks the context needed to fully understand scientific nuances. Disinformation, on the other hand, involves the deliberate distortion of facts to mislead. While AI may unintentionally spread misinformation due to its limitations, there is also a risk that AI could be manipulated and generate content that leads to disinformation. This risk is particularly a concern if using AI tools that are open-source, or that draw from or are trained on public data.

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E. Bias and Cultural Sensitivity

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AI systems are heavily influenced by the data they are trained on and the prompts provided by users. If this training data or user inputs contain biases—whether intentional or not—AI can reproduce and even amplify those biases, resulting in skewed or unfair summaries that compromise the objectivity and fairness of information shared with patients and the public. Furthermore, because AI models are trained on large datasets that may not fully reflect the diverse cultural backgrounds and values of all readers, the generated content can lack cultural awareness and sensitivity. This may lead to misunderstandings or inaccuracies in handling language nuances and culturally specific references, diminishing engagement, trust, and the overall effectiveness of lay summaries for certain communities.

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F. Consistency

156 AI-generated content can vary widely in tone, style, and accuracy depending on the data
157 and algorithms used, which can lead to discrepancies across communications.
158 Inconsistent messaging may confuse readers and reduce the clarity of critical
159 information. Variations in language, phrasing, or emphasis may also result in
160 misunderstandings.

161 **G. Rapid technological change**

162 As AI technologies and algorithms evolve quickly, using outdated models can lead to
163 inaccuracies and inconsistencies in the generated content. This rapid pace of change
164 may also make it challenging to keep AI tools aligned with the latest standards and best
165 practices. This could increase the risk that LS may not meet current regulatory or quality
166 expectations.

167 **H. Trust**

168 Readers depend on these LS for understandable and accurate information. Purely AI-
169 generated content can sometimes appear impersonal, inconsistent, or biased, which can
170 undermine confidence. The opaque nature of AI decision making—often referred to as
171 the "black box" problem—further complicates trust, as it obscures how conclusions are
172 reached. Without transparency and reliability in AI outputs, the credibility of LS can be
173 significantly compromised.

174 **I. Data privacy**

175 Clinical study data sets contain detailed sensitive personal information about the patients
176 from the clinical study. Even after a given level of anonymization, there remains a risk of
177 re-identification, compromising patient confidentiality. This risk threatens patient trust and
178 also poses reputational risks and legal risks (under privacy regulations such as the EU
179 General Data Protection Regulation (GDPR), US HIPAA, and Health Canada's Privacy
180 Act.) To ensure data privacy is always maintained, the input study data should be
181 aggregated to a level that is no longer considered to be individual patient-level data and
182 cannot be associated with an individual human person. AI LS writers must remember not
183 to feed real individual patient level data into open AI models for risks of breaching
184 various global privacy laws as well as patient trust.

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186 **III. Recommendations:**

187 **A. Overview**

188 AI is a transformative tool that can significantly enhance human productivity in
189 developing LS. However, its capabilities should be supplemented by human judgment,
190 ensuring that critical decisions are not left solely to machine-generated outputs. Human
191 involvement is crucial for addressing areas where AI might fall short, such as
192 understanding the nuance of patient needs, scientific interpretation, and the complexities
193 of compliance. Therefore, while AI can aid humans in drafting and organizing
194 information, humans must retain ultimate control over the content and ensure its
195 accuracy and compliance.

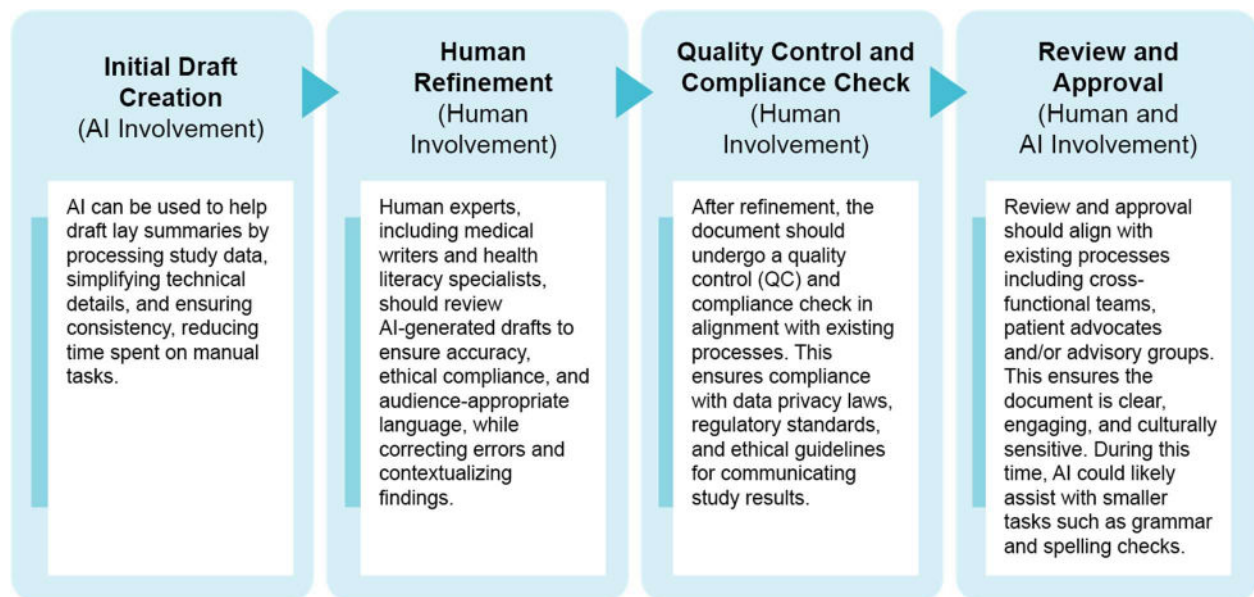
196 For example, AI might excel in creating initial drafts, identifying trends, or simplifying
197 technical language. However, humans are essential for verifying contextual accuracy,
198 ensuring the absence of bias, and aligning outputs with both the specific goals of the
199 study and regulatory standards. AI, in this sense, serves as a powerful augmentative tool
200 rather than a replacement for human expertise.

201 By fostering collaboration between humans and AI, organizations can maximize the
202 efficiency and accuracy of LS, reducing the time spent on repetitive tasks while
203 maintaining the integrity of content.

204 **B. Suggested Additions to Process Flow**

205 The below process flow is to be used during the authoring stage of an existing LS
206 development process. We are not suggesting changes from the best practices and
207 overall process as laid out in the Good Lay Summary Practice guidanceSummary
208 Practice Guidance that has been largely adopted.

209 To effectively integrate AI into the development process for LS, it's essential to establish
210 a clear process flow delineating where AI can be used and where human involvement is
211 indispensable.



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213 Throughout this process, maintaining clear documentation of AI's role in generating and
214 refining content is essential, including any instances where human corrections or
215 interventions were made. This documentation serves as a quality assurance measure
216 and can be valuable in regulatory reviews.

217 **C. What Humans to Involve and How They Should Be Involved with AI**

218 The effectiveness of AI in generating LS is contingent upon the expertise of the humans
219 involved in its training, oversight, and in carrying out the generation and revisions of LS.
220 To ensure adherence to best practices and maintain quality and accountability, all
221 reviewers and approvers recommended by the GLSP should retain their essential roles
222 in the LS process, even when AI tools are integrated. While standard operating

223 procedures and resourcing at various organizations developing LS using AI may vary,
224 stakeholders possessing the following knowledge and experience may play critical roles
225 at various stages:

- 226 • **AI expertise:** Deep AI knowledge is required to design and train the AI systems used
227 in drafting content to ensure the system is properly trained on relevant inputs and
228 datasets, such as clinical study protocols, regulatory documents, LS templates,
229 preferred terminology glossaries, and health literacy guidelines.
- 230 • **Health literacy & plain language:** Knowledge and skillsets in health literacy and
231 plain language writing should be leveraged to help train the AI on simplifying complex
232 medical language into terms that are accessible and understandable to the general
233 public, including guiding AI on which terminologies, explanations, and formatting best
234 align with the needs of the public and patients.
- 235 • **Data privacy:** To ensure that AI systems use sensitive personal information safely
236 and in accordance with approved data use laws and policies (such as GDPR or
237 HIPAA), data privacy expertise must be incorporated in training and monitoring the
238 AI's use of patient data. Following the completion of AI training, data privacy can be
239 monitored through standard LS review procedures.
- 240 • **Legal and compliance:** Individuals with knowledge of relevant legal and compliance
241 standards may be involved in AI training and oversight. They review the content for
242 compliance with local and international laws and guidelines, particularly concerning
243 data privacy and AI regulation.
- 244 • **AI use:** Knowledge in the use of AI to generate LS and in LS development standards
245 are needed to use AI both to create the initial draft LS and if used subsequently in LS
246 draft refinement.
- 247 • **LS and medical writing:** Once AI generates a draft, LS writing knowledge is needed
248 to ensure factual accuracy and alignment with the study's key findings by scrutinizing
249 the AI's interpretation of clinical results to ensure that no critical scientific nuances
250 are absent in the LS.

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252 By clearly defining roles and responsibilities across AI training, content accuracy, health
253 literacy, and legal compliance, organizations can create a robust framework for
254 integrating AI into existing LS practices while ensuring the highest standards of quality
255 and ethical responsibility.

256 **D. Considerations When Using AI**

257 Implementing AI for LS requires a structured approach to ensure responsible and
258 effective use. Large Language Models (LLMs), while capable of generating human-like
259 text, have limitations in producing patient-friendly content. They may provide factually
260 incorrect or inconsistent information, struggle with complex medical concepts or rare
261 conditions, and fail to capture the appropriate tone for LS. Additionally, without proper
262 guidance, LLMs can generate biased or insensitive content. Recognizing these
263 limitations is key to ensuring AI-generated summaries are accurate and sensitive to
264 public and patient needs.

265 When implementing AI for LS, several key considerations must be accounted for to
266 ensure ethical, effective, and patient-centered outcomes:

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268 **Context:** The specific clinical trial or healthcare setting in which the LS will be used must
269 be carefully considered. AI should be trained in relevant, domain-specific data to ensure
270 accuracy and appropriateness.

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272 **Audience:** Reader demographics, health literacy levels, and cultural backgrounds
273 should inform the AI's output. Customization options may be necessary to address
274 diverse patient populations effectively.

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276 **Length:** The ideal length of LS may vary depending on the complexity of the information
277 and the preferences of the target audience. AI should be capable of producing content of
278 varying lengths while maintaining clarity and completeness.

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280 **Template:** Standardized templates can help ensure consistency and compliance with
281 regulatory requirements. AI should be trained to work within these templates while
282 allowing for necessary flexibility. AI should also be trained to use a glossary for preferred
283 terminology within a particular document or set of documents.

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285 **Data inputs:** The quality and comprehensiveness of data inputs are crucial for
286 generating accurate and relevant LS. Key data sources may include:

- 287 ○ Tables, Figures, and Listings (TFLs) from clinical trial results
- 288 ○ Clinical Study Protocols (CSP)
- 289 ○ Clinical Study Reports (CSR)
- 290 ○ Informed Consent Forms (ICF)
- 291 ○ Other public or patient-facing documents
- 292 ○ Glossaries of medical terms and plain language equivalents

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294 **Prompt Engineering:** A critical component of using AI effectively is prompt engineering,
295 which guides the AI in creating accurate, understandable, and public- and patient-
296 appropriate content. For each LS document to be drafted multiple prompts should be
297 provided to the AI for drafting individual sections and for clear context setting. Specific
298 instructions on tone and style, and guidelines for simplifying complex concepts should be
299 provided. These prompts help the AI strike the right tone, ensure consistency with
300 approved medical terminology, address potential biases, and promote inclusivity. By
301 including reminders to provide necessary context and caveats, prompt engineering can
302 help ensure that AI-generated content is both informative and patient-friendly. Please
303 see Appendix A for components of good prompts and example prompts.

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305 **Governance:** Robust AI governance is essential for overseeing AI in LS, requiring
306 collaboration between medical writers, statisticians, legal experts, and patient advocates.
307 Implementing AI is an iterative process that requires thorough initial testing and
308 continuous improvement. Key elements include developing standards for AI use,
309 comprehensive pre-launch suite testing, ongoing performance monitoring, and regular
310 audits to ensure compliance with evolving regulations and best practices. Please see
311 Appendix B for additional considerations.

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Disclosure: Transparency in the use of AI for LS is vital to maintaining trust and ethical standards. This requires clear disclosure of AI involvement, explanation of human oversight, compliance with regulations like the EU AI Act, and acknowledgment of sponsor or patient community involvement in the process. Please see Appendix C for additional considerations and example statements of disclosure.

Advanced AI Architectures: Leveraging AI most effectively may require more advanced architecture, such as AI agent networks. Agent networks employ multiple AI agents, each with a specialized role such as a medical fact-checker, readability optimizer, and bias and sensitivity detector. Orchestrator agents can also be integrated into the architecture to coordinate the work of specialized agents, like a project manager, while humans continue to provide expert oversight and intervention at key points.

By carefully addressing these considerations, and through continuous learning, organizations can harness the potential of AI to enhance LS processes. Regular monitoring and updates to processes and AI models with the latest medical and regulatory information will likely be essential to mitigate associated risks and maintain the highest standards of accuracy, clarity, and ethical LS practice.

332 **IV. Helpful tools and resources**

333 Leverage existing tools and resources and develop additional, use-specific comprehensive
334 resources to guide the development and use of AI for LS creation. The following tools,
335 resources, and topics should be addressed.

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A. Quality control checklists for content verification:

- Verification of medical facts and statistics against source documents (e.g., clinical study reports, published literature)
- Consistency checks with approved messaging and terminology
- Assessment of readability and health literacy levels
- Evaluation of cultural sensitivity and inclusivity
- Identification of potential biases or misleading statements
- Compliance with regulatory requirements and internal guidelines

B. AI model evaluation tools

- Bias detection and mitigation algorithms
- Model explainability tools to understand AI decision-making processes
- Performance benchmarking tools to compare AI outputs against human-generated content
- Annotation tools for providing feedback on AI-generated content

C. Data privacy tools

- Data anonymization and de-identification tools
- Secure file transfer protocols for sensitive information

- 356 • Access control systems to limit data exposure
- 357 • Encryption tools for data at rest and in transit
- 358 • Privacy impact assessment templates

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360 **D. Collaboration platforms**

- 361 • Implement secure platforms for collaboration between AI systems and human
- 362 experts
- 363 • Version control systems to track changes and approvals
- 364 • Annotation tools for providing feedback on AI-generated content
- 365 • Project management software to coordinate review and approval processes

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367 **E. Training resources for staff involved in using AI**

- 368 • Develop comprehensive training materials for staff involved in AI-assisted LS
- 369 creation
- 370 • E-learning modules on AI capabilities and limitations
- 371 • Good practices guides for human-AI collaboration
- 372 • Regular workshops and webinars on emerging AI technologies and ethical
- 373 considerations

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375 **F. Additional Resources**

- 376 • [Good Lay Summary Practice Guidance \(GLSP\)](#)
- 377 • [International Society for Medical Publication Professionals \(ISMPP\) position](#)
- 378 [statement and call to action on artificial intelligence](#)
- 379 • [European Medicines Agency \(EMA\) Artificial Intelligence Workplan](#)
- 380 • [4 principles for safe and responsible use of LLMs \(EMA\)](#)
- 381 • [Guiding principles on the use of large language models in regulatory science and](#)
- 382 [for medicines regulatory activities \(EMA\)](#)

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386 **V. Conclusion**

387 Incorporating AI into the creation of lay summaries presents both opportunities and
388 challenges, underscoring the need for thorough planning and careful implementation. While
389 AI can streamline certain aspects of the process, its output must always be guided by
390 human expertise to ensure accuracy, sensitivity, and compliance. Successful implementation
391 will be an ongoing process that requires continuous monitoring, evaluation, and refinement.
392 Ultimately, integrating AI into LS development necessitates balancing innovation with
393 accountability, ensuring that each summary meets the highest standards of transparency,
394 ensuring trust and clarity for patients and the public.

395 **Appendix A** – Prompt Engineering Considerations

396 Components of good prompts:

- 397 ○ Clear context setting (e.g., "You are writing a lay summary for a clinical trial on
- 398 [condition] for people with a 6th-grade reading level.")
- 399 ○ Specific instructions on tone and style (e.g., "Use a compassionate and encouraging
- 400 tone while maintaining factual accuracy.")
- 401 ○ Guidelines for simplifying complex concepts (e.g., "Explain [medical term] in simple
- 402 language a non-expert can understand.")
- 403 ○ Reminders to include necessary context and caveats (e.g., "Ensure to mention that
- 404 these results may not apply to all patients and individual responses may vary.")

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406 Example Prompts:

407 "Please create a lay summary of clinical trial results for a new diabetes medication. Your

408 audience is the general public, including patients with type 2 diabetes, who have a 6th-grade

409 reading level. Use a compassionate and encouraging tone while maintaining factual accuracy.

410 Simplify complex medical terms but include them in parentheses after the simplified explanation.

411 Ensure you mention the study's limitations and that results may not apply to all patients.

412 Structure the summary with understandable headings and bullet points for easy readability."

413 "Please write a 3-paragraph explanation for why this trial: [trial name and NCT number from

414 publicly available website] is being done. In the first paragraph please explain the condition, in

415 the second paragraph please explain the study drug and why it is being developed, and in the

416 third paragraph please discuss the trial design and restate the hypothesis for the final sentence.

417 Please write the entire explanation at a 6th-grade reading level."

418 "You are tasked with creating a lay summary of clinical trial results for a new diabetes

419 medication. Your audience is the general public, including patients with type 2 diabetes, who

420 have a 6th-grade reading level.

421 Here are the clinical trial results you will be summarizing: [insert documentation if within LLM

422 capabilities/applicable].

423 Follow these guidelines to create your summary:

- 424 1. Use a compassionate and encouraging tone throughout the summary. Be warm and
- 425 supportive but maintain factual accuracy.
- 426 2. Write at a 6th-grade reading level. Use simple words and short sentences. Avoid jargon or
- 427 complex medical terminology.
- 428 3. Structure your summary with the following headings:
- 429 - What was the study about?
- 430 - What did the study find?
- 431 - What does this mean for me?
- 432 - What are the next steps?
- 433 4. Under each heading, use bullet points to present information clearly and concisely.

434 5. When introducing medical terms or concepts, first provide a simple explanation, then include
435 the technical term in parentheses. For example: "sugar in the blood (glucose)".

436 6. Mention the study's limitations and clearly state that the results may not apply to all patients.

437 7. Begin your summary with a brief overview of the study's purpose (2-3 sentences).

438 Write your complete summary inside <summary> tags. Ensure that your summary is factually
439 accurate based on the provided clinical trial results, while being easy to understand for the
440 target audience."

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442 **Appendix B** – Considerations for AI Governance

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444 Effective governance is crucial when implementing AI for plain language summaries. A well-
445 structured governance framework ensures that the use of AI aligns with organizational goals,
446 regulatory requirements, and ethical standards. Key components of governance should include:
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- 448 • Internal collaboration & standards development/implementation
 - 449 ○ Establish a cross-functional team including medical writers, statisticians, legal experts,
450 patient advocates, and AI specialists.
 - 451 ○ Develop clear guidelines and standard operating procedures (SOPs) for AI use in
452 patient communications.
 - 453 ○ Implement a review and approval process involving subject matter experts to validate
454 AI-generated content.
 - 455 ○ Create a feedback loop to continuously improve AI performance based on human
456 expert input.
 - 457
- 458 • Initial testing
 - 459 ○ Develop a comprehensive test suite covering various scenarios, e.g., study phase,
460 design, endpoints, safety data sets, patient populations
 - 461 ○ Conduct A/B testing comparing AI-generated content with human-written content for
462 patient preference and understanding
 - 463 ○ Implement a feedback loop incorporating input from patients, healthcare providers, and
464 subject matter experts
 - 465 ○ Regularly update and retrain AI models based on new data, feedback, and evolving
466 best practices
 - 467 ○ Testing process example:
 - 468 1. Generate initial content using AI
 - 469 2. Review by humans for accuracy, readability, and health literacy levels using
470 validated tools
 - 471 3. Incorporate public and patient involvement for feedback on understandability
472 and relevance
 - 473 4. Iterate based on feedback, making necessary adjustments to prompts or AI
474 models
 - 475 5. Repeat steps 1-5 until satisfactory results are achieved
 - 476 6. Implement in a limited rollout and monitor performance
 - 477 Scale implementation based on successful performance metrics
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- 479 • Ongoing monitoring given AI's continuous learning
 - 480 ○ Implement a phased rollout, starting with low-risk applications and gradually expanding
481 to more complex tasks.
 - 482 ○ Establish key performance indicators (KPIs) to measure the accuracy, readability, and
483 effectiveness of AI-generated communications.
 - 484 ○ Conduct regular audits to assess AI performance.
 - 485 ○ Implement a system for ongoing monitoring of AI outputs, including random sampling
486 and human expert review.

- 487 ○ Develop protocols for addressing and correcting any errors or biases identified in AI-
488 generated content.
- 489 ○ Stay informed about advancements in AI technology and update systems accordingly
490 to maintain state-of-the-art performance.
- 491
- 492 ● Regulatory compliance
- 493 ○ Ensure compliance with relevant regulations, such as the EU AI Act, GDPR, and FDA
494 guidelines.
- 495 ○ Maintain detailed documentation of AI training data, algorithms, and decision-making
496 processes for regulatory audits.
- 497 ○ Establish a process for staying updated on evolving regulations and adjusting AI
498 systems and governance practices accordingly.
- 499
- 500 ● Ethical considerations
- 501 ○ Develop an ethical framework for AI use in patient communications, addressing issues
502 such as bias, privacy, and transparency.
- 503 ○ Implement safeguards to protect patient data and ensure confidentiality throughout the
504 AI-assisted communication process.
- 505 ○ Regularly assess the ethical implications of AI use and make necessary adjustments to
506 maintain alignment with organizational values and societal expectations.
- 507
- 508 ● Training and education
- 509 ○ Provide comprehensive training for staff involved in AI-assisted patient communication
510 processes.
- 511 ○ Develop resources to help team members understand AI capabilities, limitations, and
512 best practices for collaboration between humans and AI systems.
- 513
- 514 ● Continuous improvement
- 515 ○ Establish a process for collecting and analyzing feedback from patients, healthcare
516 providers, and other stakeholders on AI-generated communications.
- 517 ○ Use insights gained from feedback and performance monitoring to refine AI models
518 and improve the quality of patient communications over time.
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522 **Appendix C** – Considerations for AI disclosure

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524 Transparency regarding the use of generative AI in creating patient communications is essential
525 for maintaining trust, ethical standards, and regulatory compliance. Proper disclosure practices
526 should address the following aspects:

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- 528 • Where and when should the use of AI be disclosed and to what extent
 - 529 ○ Include a clear statement about AI involvement in the creation of the document,
530 typically in the introduction or a dedicated section.
 - 531 ○ Disclose the extent of AI use, such as whether it was used for initial drafting, language
532 simplification, or fact-checking.
 - 533 ○ Consider including a brief explanation of how AI was used in conjunction with human
534 expertise to ensure accuracy and relevance.
 - 535 ○ Make the disclosure easily understandable for the target audience, avoiding technical
536 jargon.
- 537
- 538 • AI regulation compliance
 - 539 ○ Ensure that disclosure practices align with the requirements of the EU AI Act or similar,
540 applicable regulations.
 - 541 ○ Provide information on the AI system's purpose, capabilities, and limitations as
542 required by applicable laws.
 - 543 ○ Include contact information for inquiries about the AI system or its outputs.
- 544
- 545 • Disclosure of sponsor or other human involvement:
 - 546 ○ Clearly state the level of involvement of the study sponsor and medical experts in
547 reviewing and approving the LS.
 - 548 ○ Acknowledge any public or patient community involvement in the development or
549 review of the LS.
 - 550 ○ If there was limited or no human involvement, this should also be disclosed
551 transparently.
- 552

553 Example disclosure statements to include in LS:

- 554 • AI involvement disclosure
 - 555 ○ "This summary was initially drafted using artificial intelligence (AI) technology.
556 After the first draft was created, it was reviewed, revised, and approved by
557 qualified medical professionals to ensure accuracy, clarity, and relevance."
- 558
- 559 • Extent of AI use
 - 560 ○ "Artificial intelligence was used to assist in simplifying complex medical language
561 and organizing information in this summary. All content has been verified and
562 approved by the study team and patient representatives."
- 563
- 564 • Sponsor involvement
 - 565 ○ "The study sponsor, [Sponsor Name], has reviewed this AI-assisted summary to
566 ensure its accuracy and alignment with the clinical trial results."
- 567

- 568
- Public and patient involvement
 - “Members of the public, patients, and patient advocates were also involved in the review of this summary to help ensure it is understandable and relevant.”
- 569
- 570
- 571
- AI regulation compliance
 - "This document was created with the assistance of an AI system developed by [Company Name]. The system is designed to simplify medical language and organize information for LS. For more information about the AI system used, please contact [contact information]."
- 572
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- 577

578 **Appendix D** – Good and Bad Examples of AI Use in LS creation

579 **Good example:**

580

581 An AI-generated lay summary that accurately simplifies complex trial results, uses
582 appropriate health literacy levels, and includes clear context for findings. The summary
583 was reviewed according to standard LS review procedures, with their input incorporated
584 to enhance accuracy, clarity, and relevance.

585

586 Lesson learned: Collaborative review processes involving diverse stakeholders can significantly
587 improve the quality and patient-centeredness of AI-generated content.

588

589 **Bad example:**

590

591 An AI-generated document that misinterprets statistical findings, leading to overly
592 optimistic statements about treatment efficacy. There was not proper human oversight in
593 the review of the document according to standard LS procedures, resulting in the
594 distribution of misleading information to the public and patients.

595

596 Lesson learned: Implement multiple layers of expert review, including statistical verification, to
597 catch and correct potential misinterpretations by AI systems.

598

599

600 **Appendix E** – Example of Advanced AI Architecture for LS Creation

- 601 • Advanced AI Architectures: For more complex LS tasks, a more advanced architecture
602 might be needed, such as AI agent networks. These could include:
 - 603 ○ Multiple AI agents with specialized roles (e.g., medical fact-checker, readability
604 optimizer, bias detector)
 - 605 ○ Orchestrator agents to coordinate the work of specialized agents
 - 606 ○ Human-in-the-loop systems for expert oversight and intervention at key points
607
- 608 • Example architecture:
 - 609 ○ Agent 1: Initial drafter using trial data
 - 610 ○ Agent 2: Medical accuracy checker
 - 611 ○ Agent 3: Readability and health literacy optimizer
 - 612 ○ Agent 4: Bias and sensitivity reviewer
 - 613 ○ Orchestrator: Coordinates the workflow and integrates outputs
 - 614 ○ Human Expert: Reviews and approves final output
615
- 616 • Rigorous Testing and Iterations: Implementing AI for LS is an iterative process that
617 requires thorough testing and continuous improvement:
 - 618 ○ Develop a comprehensive test suite covering various scenarios and patient
619 populations
 - 620 ○ Conduct A/B testing comparing AI-generated content with human-written content
621 for patient and public preference and understanding
 - 622 ○ Implement a feedback loop incorporating input from patients, healthcare
623 providers, and subject matter experts
 - 624 ○ Regularly update and retrain AI models based on new data, feedback, and
625 evolving best practices
 - 626 ○ Conduct periodic audits to ensure ongoing compliance with regulatory
627 requirements and ethical standards
628