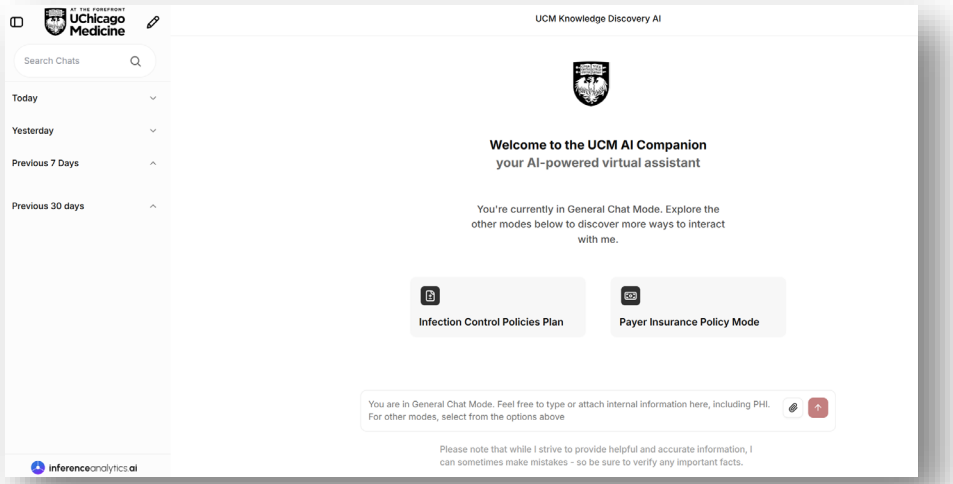
What is ChatUCM?

ChatUCM is your AI-powered virtual assistant, designed to help hospital staff and administrators obtain answers to questions quickly and efficiently. Unlike external chatbots, (e.g. ChatGPT, Google Gemini), this platform complies with internal data and security policies ensuring sensitive information remains protected.

There are three modes to address your different information needs.

- **General Chat Mode:** Ideal for drafting emails, summarizing documents, or generating content. While not trained on internal UCM data, its' a versatile tool for everyday tasks.
- **Infection Control Policy Mode:** Get answers to internal infection control policies and protocols, such as COVID return-to-work guidelines or isolation procedures.
- **Payer Insurance Policy Mode:** Search common insurance policies from payers such as BCBS, UHC, and Cigna—especially helpful for Revenue Cycle and related teams.



What can the ChatUCM do?

What are its limitations?

ChatUCM may produce incorrect or misleading information (called ‘hallucinations’) and reflect biases from its training data. ChatUCM responses should not be relied on for final decision-making without human review.

How is this tool different from a traditional search engine?

Unlike a search engine that provides links to web pages, this tool generates original responses using by learned patterns and information.

Is this tool still in beta?

Yes. It is in beta, meaning it is still being tested and refined. User feedback is critical to improving performance, accuracy, and usefulness.

What AI model is this tool based on?

This model uses GPT-4o mini developed by OpenAI.

This model is great for most tasks. It is useful to anyone that has a large variety of questions that need to be answered quickly. While our tool may be based on the same underlying technology as GPT’s 4o mini model, differences in how it is implemented can lead to variations in performance, tone, and accuracy. Additionally, some components of ChatGPT’s model are proprietary and not available for our instance of the tool.