

# Kinetic Health

Our Approach to the Use of Artificial Intelligence

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Kinetic Health is committed to safe, ethical, and transparent practice in everything we do, including the way our case managers engage with Artificial Intelligence (AI). This statement explains our approach, in line with the professional standards expected of Registered Case Managers under the Institute of Registered Case Managers (IRCM).

## Our Position on AI

AI tools are increasingly present across health, social care, insurance, and rehabilitation settings. Used appropriately, AI can support administrative tasks, research, and accessibility. However, AI does not replace professional judgement, clinical expertise, or personal accountability. Our case managers remain fully responsible for every decision, recommendation, and report we produce, regardless of whether AI tools have played any supporting role.

## Protecting Client Information

We recognise that case management involves highly sensitive personal and health information. Our case managers do not enter identifiable client information into general-purpose or unapproved AI tools. Where AI may be used to support administrative tasks such as drafting or summarising, this is done in a way that protects confidentiality and complies with data protection law, including UK GDPR.

## Verifying AI-Generated Information

Any information, summary, or content that may involve AI assistance is checked and verified by our case managers against reliable, authoritative sources before it forms part of any report, recommendation, or communication with solicitors, insurers, or clients. AI-generated content is never relied upon as a substitute for clinical reasoning or professional evidence.

## Transparency with Clients and Stakeholders

We believe in being open and honest about how we work. If AI tools play any role in supporting our work on a case, we are happy to explain this to clients, solicitors, or insurers on request, and clients have the right to raise questions or concerns about this at any time.

## Supporting Clients Who Use AI

Many of the people we support may use AI tools themselves, for example for communication support, reminders, or finding information. Our case managers approach this sensitively and without judgement, helping clients understand the benefits and limitations of these tools, and remaining alert to any signs that AI use may be affecting a client's wellbeing, safety, or decision-making.

## Ongoing Professional Development

Our case managers keep their knowledge and practice up to date through continuing professional development, including in relation to AI literacy, data protection, and safeguarding. This approach is

reviewed periodically to reflect changes in technology, professional guidance, and regulation.

## Questions or Concerns

If you have any questions about how we use AI, or any concerns about its use in relation to your case, please get in touch with us directly in the first instance:

Email: [greg@kineticrehab.co.uk](mailto:greg@kineticrehab.co.uk)

Email (referrals): [referral@kineticrehab.co.uk](mailto:referral@kineticrehab.co.uk)

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This statement reflects the standards and guidance issued by the Institute of Registered Case Managers (IRCM) for Registered Case Managers and Pre-Registrants, and will be reviewed periodically. Kinetic Health - Rehabilitation Case Management.