



# IAPP Canada Symposium 2026

Privacy | AI governance | Cybersecurity law

Conference 4-5 May

Workshops 6 May

Training 6-7 May

**TORONTO**

**#IAPPSymposium26**



# From Bedside to Backend:

**A CLINICIAN'S TAKE ON AI,  
PRIVACY, AND TRUST IN CANADA**



**#IAPPSymposium26**

# WELCOME AND INTRODUCTIONS



**Mandy Lit**  
Associate Director,  
Governance and Privacy  
**IQVIA**



**Birinder Narang**  
President Elect  
**BC Family Doctors**



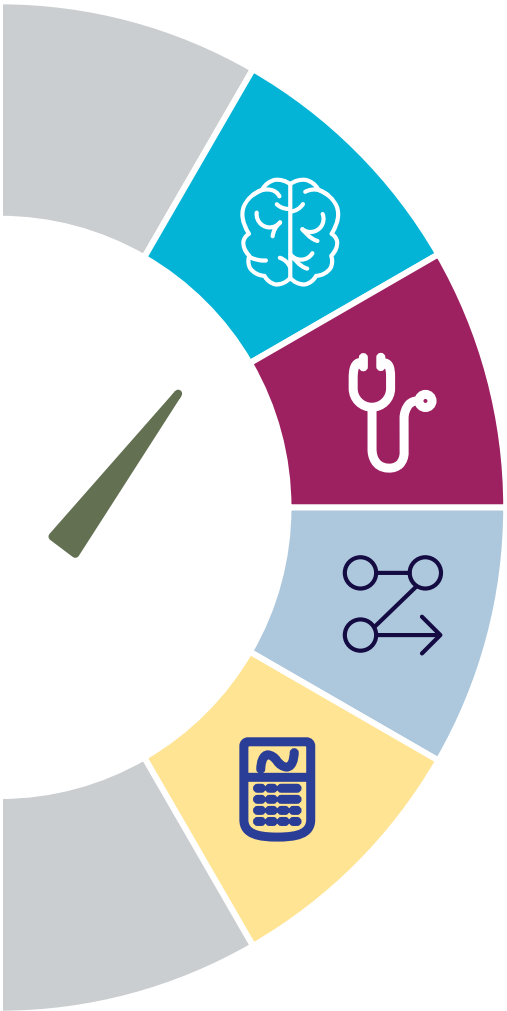
**Noemi Chanda**  
National Leader,  
Digital Trust and Privacy  
**Deloitte**



**Matthew Holland**  
Director  
**TELUS Data &  
Trust Office**

**#IAPPSymposium26**

# AGENDA OUTLINE



- I. Welcome and Context Setting**
- II. Clinical Reality and AI Adoption**
  - i. Current use of digital tools and AI in practice
  - ii. Workflow challenges and adoption barriers
- III. Points of Friction in Practice**
  - i. Administrative burden and capacity constraints
  - ii. Where digital tools create more complexity
- IV. Privacy, Governance, and Trust**
  - i. Where frameworks support vs hinder adoption
  - ii. Moving from compliance to practical trust
- V. Operational and Vendor Realities**
  - i. Why compliant solutions fail in practice
  - ii. Risks in third-party AI and vendor integration
- VI. Bridging the Gap: What Good Looks Like**
  - i. Designing for real-world implementation
  - ii. Aligning governance with user workflows
- VII. Audience Q&A**
- VIII. Key Takeaways and Closing**

#IAPPSymposium26

# WHY THIS CONVERSATION MATTERS

9,000 FTE



Physicians'  
worth of time

50.5M



Patient visits  
equivalent

10.6 Hrs



Per Physician,  
Per Week on  
Admin

## 20M Hr Problem

*CMA/CFIB 2026:* Canadian physicians lose ~**20 million hours** annually to unnecessary administrative work the baseline every digital tool is implicitly being asked to fix.

Source: 2026 Canada Medical Association Survey Results

#IAPPSymposium26

# TRUST IN AI IS BUILT AROUND HOPE AND FEARS...

78%

Say it is **essential** for AI systems to have **human oversight**

90%

Believe AI should be regulated, yet **29%** are confident current laws are adequate

63%

See **faster diagnosis** as a top benefit from a healthcare perspective

64%

Cite accountability for mistakes as a **key concern** in AI-powered healthcare

Source: 2026 TELUS AI Report, [telus.com/ResponsibleAI](https://telus.com/ResponsibleAI)

#IAPPSymposium26

# AI SCRIBES IN CLINICAL PRACTICE



## AI Scribe

- AI that transcribes clinical encounters in real time and converts conversation into structured notes / EMR entries



## Clinician Use

- Reduces administrative burden and after-hours charting; helps address burnout by shifting time back to patient care.



## Patient Consent

- Informed patient consent required prior to transcription; patients should understand what data is collected and how it's used.



## Human Oversight

- AI can generate incorrect info / bias → clinicians must review notes for accuracy and completeness before it enters the record.

## Takeaway

- AI scribes show how “compliance on paper” can still fail or succeed depending on workflow fit and trust design.

## Operational Reality

Workflow friction kills adoption

Approval ≠ readiness

Language support

#IAPPSymposium26

# RESOURCE LIST

- *2026 Canada Medical Association Survey Results*, [cma.ca/physician-wellness-hub/content/losing-doctors-to-desk-work](https://cma.ca/physician-wellness-hub/content/losing-doctors-to-desk-work)
- *2026 TELUS AI Report*, [telus.com/ResponsibleAI](https://telus.com/ResponsibleAI)
- *Information on AI Scribes*, [Canada Health Infoway](https://www.canada.ca/en/health-infoway)

# How Did Things Go? (We Really Want To Know)

Did you enjoy this session? Is there any way we could make it better? Let us know by filling out a speaker evaluation.

1. Open the IAPP Events app.
2. Select **IAPP Symposium 2026**.
3. Tap "Schedule" on the bottom navigation bar.
4. Find this session. Click "Rate this Session" within the description.
5. Once you've answered all three questions, tap "Done".



Thank you!

#IAPPSymposium26