

13th Annual Midwestern Medical Humanities Conference
Keynote Presentation
Friday, November 3
12:00-1:00 pm (EST)



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“Chatbots in Medicine: Helpful Nudge or Biased Manipulation?”

Abstract: Patient-facing chatbots (or “conversational agents”) are increasingly being used by health systems as a “first touch” for patients accessing care. Examples include chatbots being used as symptom checkers for COVID-19, for appointment scheduling or test results, or even for the delivery of mental health therapy. Although the potential benefits are clear—such as the offloading of administrative tasks—so too are the ethical risks. Drawing on findings from studying a real-world chatbot, this presentation will explore how chatbots intersect with issues of choice, bias, and privacy in health care.

Biosketch: Matthew DeCamp, M.D., Ph.D., is an Associate Professor in the Center for Bioethics and Humanities and Division of General Internal Medicine. A practicing internist, health services researcher and philosopher, Professor DeCamp employs both empirical and conceptual methods to identify and solve cutting edge problems at the interface of health care, policy and bioethics. He serves as Director of Research Ethics for the Colorado Clinical and Translational Sciences Institute (CCTSI) and is a member of the Partnership of Academicians and Communities for Translation (PACT) Council of the CCTSI.

This is a virtual presentation, which will take place on Microsoft Teams. A link to participate will be posted on the conference website and circulated to conference participants. Please feel free to invite students to join—no registration is required.

We thank the Medical Humanities Workgroup, the Center for the Study of Ethics in Society, and the Department of Philosophy for co-sponsoring this event.