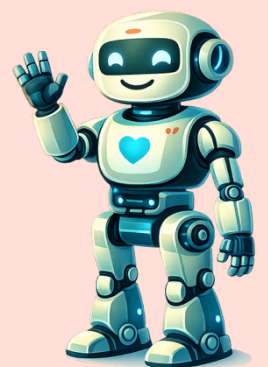
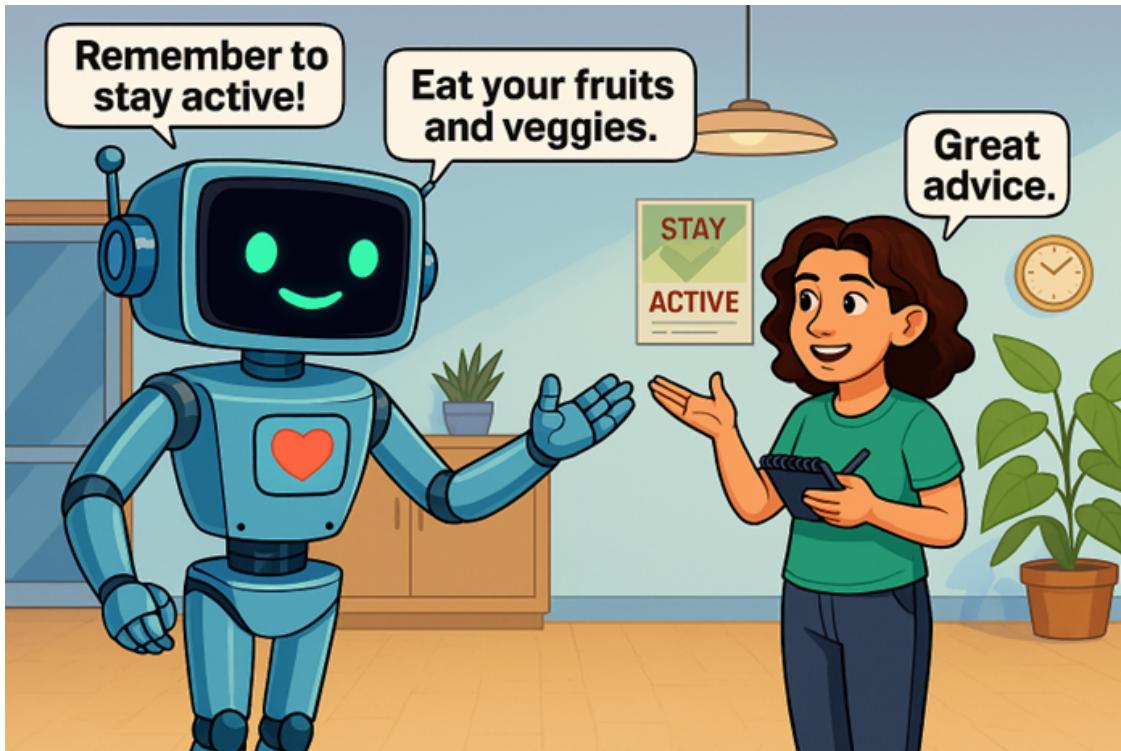


Using Artificial Intelligence (AI) to get information about your health?



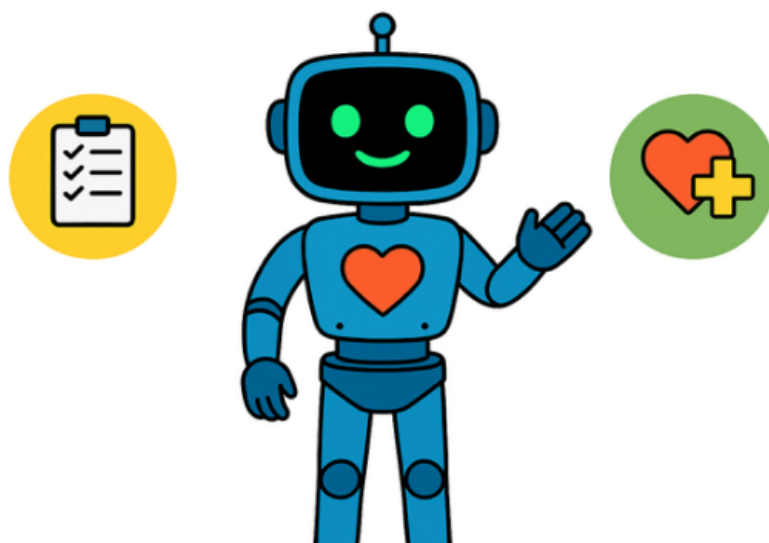
What is it like to use AI to get information about your health?



People with intellectual disability are interested in how they can use AI to find out about health information and health services. AI stands for Artificial Intelligence.

The Resources and Innovation team at the National Centre of Excellence in Intellectual Disability Health (the Centre) worked together to make this resource. It describes ways that you can ask AI for information and shares some tips about using AI carefully and safely.

What is Artificial Intelligence (AI)?



AI is technology that helps a computer act like they are thinking. They can learn things, solve problems and help make choices.

AI is not a person, even if it sometimes sounds like one. This is important to remember. AI is very new and we fully don't understand it yet. It's important that we are careful when using AI.

What are the risks of using AI to learn about health?

AI can be a useful tool to learn about health but there are some risks. Sometimes AI can tell you information that is wrong. AI can make up answers even if it doesn't have enough information to respond to your question.

AI can sometimes be biased. Bias means that information is one sided.

How this resource was developed

My name is Madison. I work as a lived experience project worker in the Resources and Innovation team at the Centre. I wanted to test out different ways to get health information.

People with intellectual disability and their supporters told us that AI is an important topic when creating and sharing health information in an online knowledge hub.

This is how I developed this resource:

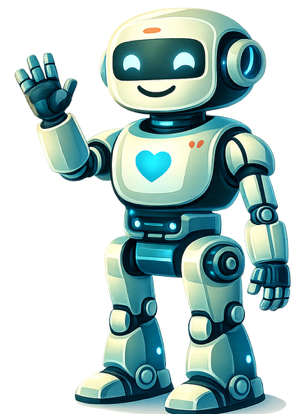
- 1 I asked the free version of ChatGPT questions about health.
- 2 I wrote down what I liked and didn't like about the answers.
- 3 I thought about what worked well with my questions and what needed some changes.
- 4 I developed prompts to help me ask the right questions.
Prompts are short instructions.
- 5 I tested the prompts in ChatGPT and Google Gemini to explore what AI can do when you ask it questions about your health.

6 I met with my team to look at drafts and discuss changes.

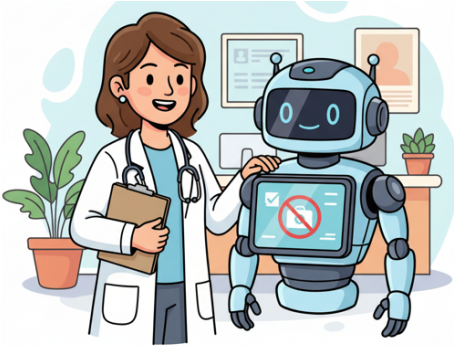
7 I shared a draft with peers with lived experience of intellectual disability and staff at the Centre who have some expertise in resource development.

8 I shared a draft with a colleagues who is an expert in writing information for websites.

The drafts were reviewed by the project team and external experts in digital communication and accessible information.



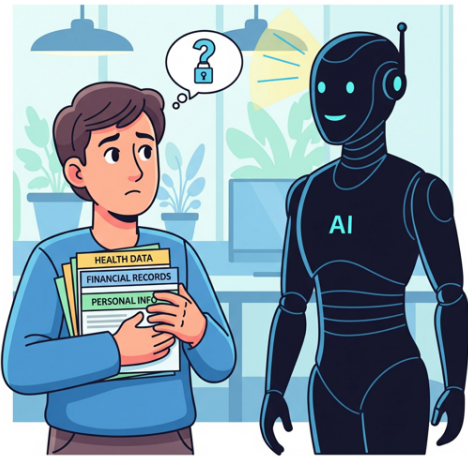
Tips for using AI carefully



Tip 1: AI is a tool, NOT a doctor

AI is a computer program. It does not know you. It cannot check your body.

Do not use AI to treat a health problem you have. Talk to a GP or another health professional instead.



Tip 2: Keep your information safe

Do not tell AI personal details like your full name or where you live.

Think of it like a stranger. Keep personal things private.

It is ok to tell AI the suburb or area where you live. This can help AI find services near you. Do not tell it your street or house number.



Tip 3: if you are unsure about using AI and what AI tells you, talk to a person

AI can be wrong. Sometimes, it gives answers that are wrong or unfair.

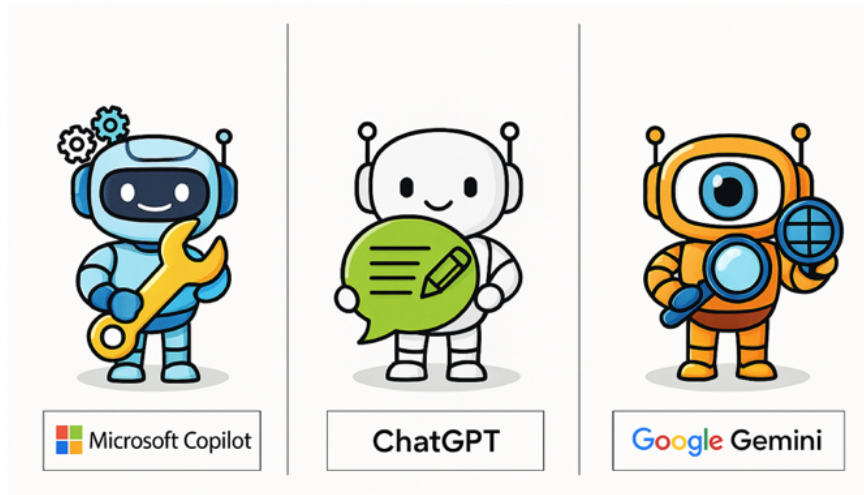
Always check with your doctor, health professional or a person you can trust.

For more information on being safe you can read [an easy read from the esafety Commissioner](#)

Different AI tools

There are many AI tools that are good for different things.

Here are a few common AI tools.



When I tried ChatGPT, I noticed:

- It was good for simple answers.
- The links it gave did not always work.
- It can make PDFs (But doesn't include pictures).

When I tried Google Gemini, I noticed:

- It gives longer answers.
- The information it gives was what I was looking for.
- It is good at making images when the prompts are worded carefully.

When I tried Copilot, I noticed:

- It works well with Office 365.
- It can help you edit Word documents.

How do people use AI for health?

Some people use AI to help with their health.

- They use AI for ideas about everyday activities.
- They ask AI questions about health.
- They use AI to find health services.
- They use AI to explain information that is hard to understand.

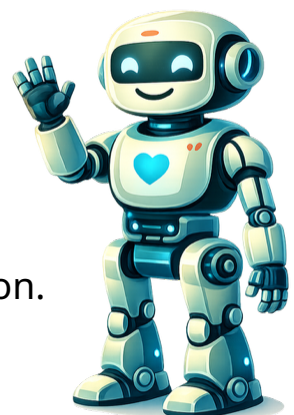
It can be okay to ask AI for general information about health and wellbeing. This can include:

- Help with planning to communicate with health professionals.
- General information about a health condition.

These things should still be checked with a health professional

It is not okay to use AI:

- In an emergency.
- To get a diagnosis.
- Share private information.
- To get health advice about your personal situation.



Tips for using AI to find health information



Jumbled Question



Organized Question

Ask clear questions

AI gives better answers if you ask specific questions.

For example, can you explain what it is like to have surgery on my arm in easy words?



Try asking in different ways

If the first answers does not make sense to you, change the words in the question.

For example, add please answer in words for someone who may not read or write well.

AI might suggest using pictures or social stories. A social story gives your real-life examples and sometimes uses pictures.



Be aware you might not get what you need

AI likes to be helpful and can make up answers if it doesn't have enough information to respond to your question.

AI may not always choose the best format (like pictures or Easy read) Free AI tools may not include all features like pictures in PDFs.

If you are looking for Information about what it's like to have surgery, AI might suggest links to resources. Some links may not open.



Use your voice or hearing tools

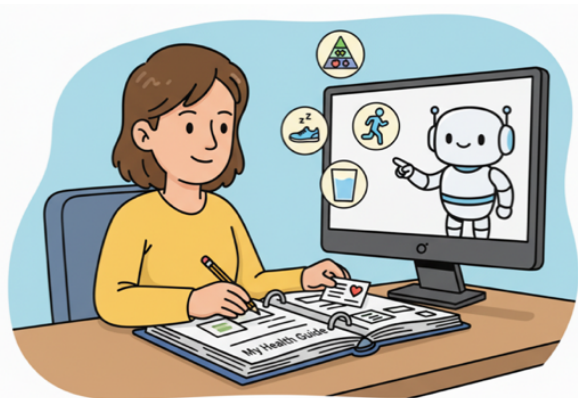
You can talk to AI instead of typing. This might be useful if you find it hard to type.

You can use tools that read information on the screen out loud to you.

These tools can help you listen to answers instead of reading them.

How to use AI to find information about health services?

AI can help you find health services in your area.



For example, I asked ChatGPT: I live in Perth, my 85-year-old Mum with an intellectual disability needs a dentist. Where can we go?

- ChatGPT gave me four ideas that were made for where I live and what I needed.
- It showed a small table that made it easy to see differences between the ideas.

It also suggested next steps and explained what each dental service does.

You can keep changing what you ask AI. This can get information for different people with many types of support needs.



Use your location

Tell AI the area where you live or where the person who needs help.

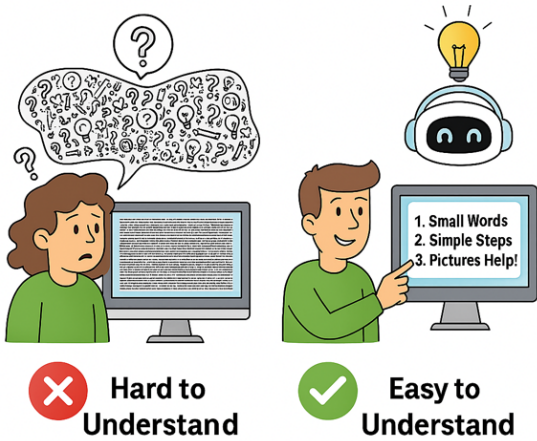
For example: I live in “suburb name”. I need a doctor who helps people with a disability.



Say what kind of help you need

Be clear about what you or the person you are asking AI for information about needs.

Example: My Brother uses a wheelchair and needs a dentist that is wheelchair friendly.



Say what kind of help you need

Be clear about what you or the person you are asking AI for information about needs.

Example: My Brother uses a wheelchair and needs a dentist that is wheelchair friendly.



Ask for contact details of health Services

You can ask AI to give you a phone numbers or websites.

AI might give old or wrong numbers always check the official website.

Example: Can you give me the phone number for this dentist?

How to use AI to develop information or resources about you and your health?

AI can help you make resources you can use when speaking with a health professional. This can help you explain what you need.

You can also use AI to get information about what is going to happen when you speak to a health professional, so you feel less worried.

AI can help make health resources such as social stories or learning tools and simple health guides. Be clear about what type of resource you want AI to help you make.

Making a social story about your health is helpful because it uses simple steps and pictures to explain things like going to the doctor. This can help you feel less concerned and know exactly what is going to happen.

You might need to ask AI more than once to give you a PDF, if you want a PDF and are using the free version.

You can also change your prompts so the information suits different people and support needs.





Easy to Understand

Say what type of resource you want.

Tell AI what kind of resource you want it to make.

For example: Can you make a social story about going to visit a doctor for the first time by yourself?

Be clear about your support needs



Be clear about support needs.

Tell AI if the person needs pictures, easy words or step-by-step help.

For example: Make this for someone who finds reading hard to understand.

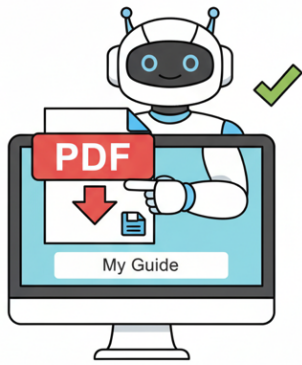


Try again if needed

If the first answer isn't right, ask again in a different way.

For example: Can you add pictures? or make it shorter.

Make me a guide!
I need a story as a file.



Ask for a download.

You can ask AI to make a PDF you can save or print.

For example: Can you put this in a one-page PDF?

Can you help me
with this?



Get help from someone you trust

If it's hard to use AI, ask a support person to help you read or type.



Keeping track of health information

You can use AI to record and send a summary of advice you received when visiting a health professional.

This is a good way to remember what happened and what next steps you may need to take.

5 Key things to remember

1. AI can help, but it is not a doctor

AI can give general health information and ideas, but it cannot check your body or know your personal health needs.

Always talk to health professional before making health decisions

2. AI can be wrong or biased

Sometimes AI makes mistakes, gives unfair information, or makes things up.

Always check important information with a trusted person or health professional.

3. Keep your personal information safe

Do not share your private details like your full name, address, or medical records.

You can share your suburb or area to help find local services but keep personal details private

4. Ask clear questions and try again

AI works better when questions are clear and simple. If the answer does not make sense, ask again in a different way or ask for

- Easy words
- Step by step help
- Pictures or a social story

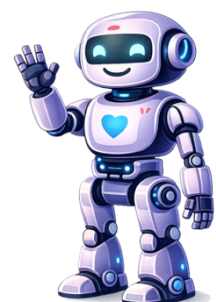
5. Use AI as a support, not on its own

AI can help you:

- Understand health information
- Prepare for appointments
- Find health services
- Make simple guides or summaries

But for emergencies, diagnosis, or personal medical advice, always talk to a health professional.

If you are interested in learning more about staying safe online there is a [free online learning course by Endeavour Foundation](#)



This resource was made in
March 2026 by the



www.nceidh.org.au

**National Centre of Excellence in
Intellectual Disability Health**

Email: nceidh@unsw.edu.au

Phone: +61 2 9065 8076

Images in the guide were created
using Google Gemini to give visual
support to the information.