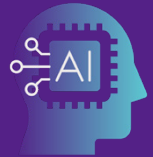# CollectteHealth™
Virtual care. Human connection.

AI Transparency at Collette Health

At Collette Health, we believe that transparency is essential to building trust—especially when it comes to artificial intelligence in healthcare. Our AI features are designed to enhance patient safety, streamline clinical workflows, and support care teams, all while maintaining the highest standards of data privacy and security.

This document outlines how we train, deploy, and manage AI within our platform, with a focus on internal development, local processing, and responsible use of third-party services.

How We Train and Develop AI

All AI models used in Collette Health products are trained and developed using internal systems and infrastructure. We do not outsource model training or expose sensitive data to third-party platforms during development.

This approach ensures:

- **Full control over data handling and model behavior**
- **Strict adherence to HIPAA and SOC 2 compliance standards**
- **Alignment with our internal security and privacy protocols**

Our data science and engineering teams work closely with clinical experts to ensure that our models are not only technically sound but also clinically relevant and ethically responsible.

Edge Compute Deployment Model

One of the core principles of our AI architecture is local-first processing. Our AI models are deployed directly to the carts and observer stations used in clinical environments.

This "edge compute" model offers several key benefits:

- **Minimized data transmission:** Most AI processing happens locally, reducing the need to send data to external servers.
- **Faster response times:** Local inference enables real-time insights without relying on cloud latency.
- **Enhanced privacy:** Patient data stays within the healthcare facility's network, reducing exposure to third-party systems.

This model is especially important in healthcare settings, where data sensitivity and uptime are critical.

Use of Third-Party APIs

While the majority of our AI runs locally, there are specific use cases—such as natural language processing (NLP) and language translation—where we leverage third-party APIs.

These services are carefully selected and thoroughly vetted to ensure:

• **HIPAA and SOC 2 compliance**

• **No persistent storage of PHI**

• **Transparent data handling policies**

We maintain strict contractual and technical safeguards with these providers to ensure that any data transmitted is protected and used solely for the intended purpose.

Open Source Models

We incorporate select open source models into our AI features. These models are evaluated for performance, security, and licensing compliance before being integrated into our platform.

Current models include:

• **TensorFlow JS Face Detection**

• **MediaPipe Face Detector (Blaze Face Short Range)**

• **GPT-4o-mini**

• **YOLOv5**

• **ResNet50**

These models help power key features such as facial recognition, object detection, and lightweight natural language understanding, all within our edge compute framework.

Our Commitment to Responsible AI

We are committed to the responsible development and deployment of AI in healthcare.

This includes:

• **Ongoing model evaluation and monitoring**

• **Bias detection and mitigation**

• **Transparent documentation and auditability**

• **User feedback loops to improve model performance**

We view AI as a tool to support—not replace—clinical judgment, and we design our systems accordingly.

If you have questions about our AI practices or would like to request additional documentation, please contact our Information Security team at infosec@collettehealth.com.

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