Purpose-Built AI for Healthcare Compliance

MedTrainer's Artificial Intelligence (AI) tools blend healthcare expertise with forward-looking technology to help compliance teams stay current, confident, and audit-ready — without sacrificing control. MedTrainer's platform is SOC 2, Type II compliant, as are the AI models we use. See how AI enhances our proven workflows that thousands of healthcare organizations have relied on for more than a decade.

MLearning

AI Course Expert instantly surfaces compliance training requirements tailored specifically to your care setting and state with the ability to immediately assign.	**How it works:** AI uses context from state laws, federal laws, and accreditation standards, then cross references with MedTrainer's course library metadata to provide tailored answers. No user data was involved for training purposes. Data is stored only during active conversation. User conversations are only accessible to the user.

MCompliance

AI Compliance Coach delivers real-time, in-platform support, helping users quickly find compliance answers, identify changed requirements, and complete tasks more quickly.	**How it works:** AI assistant uses specific trusted public data sources to deliver concise, relevant answers. No data is retained or shared. Data is stored only during active conversation. User conversations are only accessible to the user.
AI Policy Guardian monitors evolving regulations, flags affected policies, and suggests updates — ensuring teams stay proactive and audit-ready.	**How it works:** AI model reads the policy and compares against primary source regulations to identify areas that are out of compliance and suggests corrections. No data is retained or shared. Only the policy selected by the user is accessible to the AI model.

MCredentialing

AI Upload Assistant identifies and extracts data from uploaded provider documents, saving hours and speeding up onboarding.	**How it works:** AI model classifies the document type and then extracts relevant data into MedTrainer. No data is retained or shared. Only documents selected by the user are accessible to the AI model.
AI Form Mapping dramatically reduces time spent on repetitive data entry by recognizing and auto-filling long, redundant credentialing forms.	**How it works:** AI model reviews PDF form and maps platform fields to form fields. No data is retained or shared.

What To Know About AI in MedTrainer

About the Models

MedTrainer's AI uses secure, frontier Large Language Models (LLM), the most advanced and capable AI models available at any given time.

We only use AI models with the highest levels of licensure and privacy. This includes a secure, dedicated workspace with essential admin controls, SOC 2 Type 2 and ISO 27001, 27017, 27018, and 27701 certified, SAML SSO, and MFA. MedTrainer also holds SOC 2 Type 2 certification and uses Auth0 as the central authentication layer.

MedTrainer's AI Vision

AI should focus on low-risk, high-reward tasks that can be better handled by technology, freeing up teams to focus on high-impact efforts that maximize care delivery.

User Control

Use of AI in MedTrainer is OPTIONAL. Organizations can enable and disable the use of AI in the full platform, or by feature, at any time by themselves or by contacting Customer Support.

MedTrainer's AI models can only access the data authorized to complete each task. For example, asking AI Policy Guardian to review a policy authorizes access only to that specific policy.

MedTrainer's AI models are supervised and do not retain data. For example, if AI Upload Assistant accurately classifies a document, the user must tell the system to save it in the platform.

Data Privacy Protections

- No data is retained or shared.
- No user data was used or will be used for training.
- All data in the MedTrainer platform is excluded from training by default and encrypted at rest (AES-256) and in transit (TLS1.2+).
- Within your organization, only end users can view their conversations.
- MedTrainer access to conversations stored on our systems is limited to (1) authorized employees that require access for engineering support, investigating potential platform abuse, and legal compliance and (2) specialized third-party contractors who are bound by confidentiality and security obligations.
- Data centers and AI infrastructure used by MedTrainer are all located in the U.S. for greater protection.