



AI + Elder Law

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Partner
Disputes + Investigations

Automation vs. AI

- Automation = machines perform repetitive, monotonous tasks.
- AI = machines learn from their experiences and simulate human behaviour through judgement and reasoning.
- *Automated systems collate data*
- *AI systems understand and use data.*
- Most 'computerised' legal services are automation

Take a broad definition

SCARY

Cognitive
augmentation

Learning-based task
automation

- Diligence / discovery / contract reviews

Rules-based expert
systems

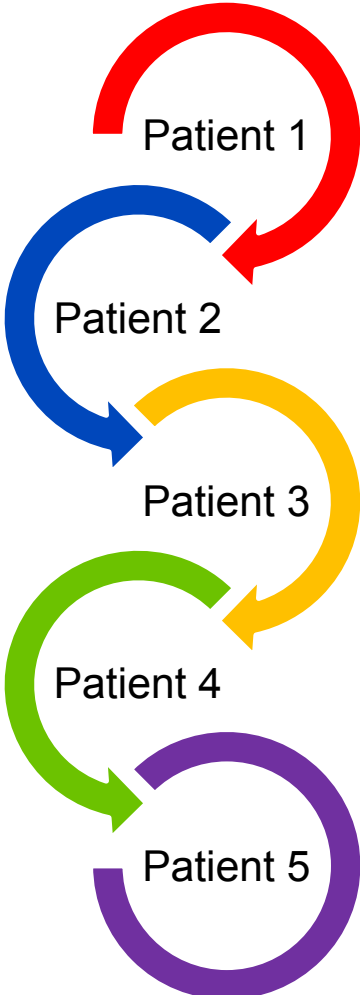
- Document automation
- Capture of knowledge / judgment calls – decision logic

Determinative task
automation

- Scripts or applications for repetitive processes

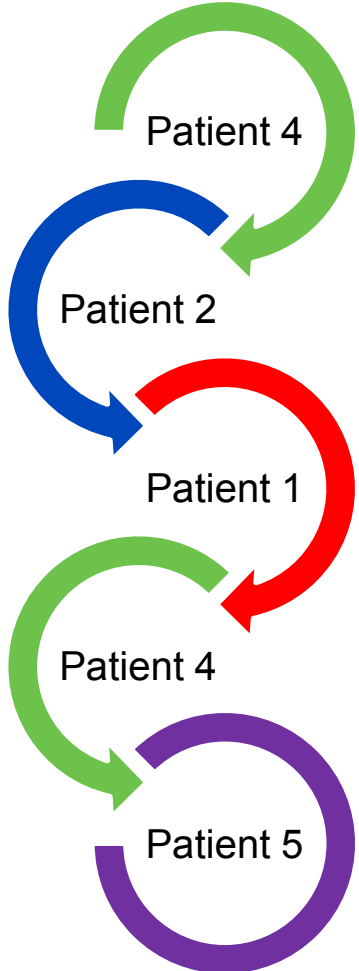
Health Services – Dynamics365

Traditional scheduling



Automated patient prioritisation (Dynamics365)

When does Patient 3 get serviced???



Legal services

- Automated document production is NOT legal advice
 - will kits are not estate planning
 - automated EPAs do not explain
 - the obligations on attorney
 - risks to the grantee
- Online dealing masks potential issues
 - influence
 - capacity



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