

Claire AI® FAQ

Overview & Availability

What is Claire AI®?

Claire AI® provides real-time assistance to learners by answering questions about coursework within NHA products. Claire AI® can summarize, generate flashcards, explain, and generate a question.

Why This Matters:

- **Empowering Learners:** Claire AI® acts as a personal mentor that accelerates learning and builds mastery
- **Trusted and Safe:** Unlike generic, open-platform AI, Claire AI® is powered exclusively by NHA's proprietary content. Every summary, flashcard, and practice question is sourced only from credible, industry-specific content.
- **Closing the Resource Gap:** NHA meets the industry's need for high-quality technological resources by offering immediate access to verified information.

When will Claire AI® be available?

Claire AI will begin rolling out to customers on April 24. Claire AI will be available to any institution that has purchased the following products and is only available to learners:

- CCMA Online Study Guide 3.0
- MA SkillsBuilder: Clinical Plus 2.0

We are planning to release Claire AI® into additional products in Summer of 2026.

Who has access to Claire AI® during the initial launch?

- All learners enrolled in the courses with CCMA Online Study Guide 3.0 and MA SkillsBuilder: Clinical Plus 2.0 will have access to Claire AI®.
- All institutions with these products will be turned on automatically
- Learners who purchase these two products from the online store will also have access to Claire AI®

Why did NHA introduce Claire AI®?

Claire AI was designed to:

- Support learners as a personal, always-available mentor
- Accelerate mastery through real-time explanations and study support
- Reduce learner frustration and knowledge gaps
- Close the industry-wide gap in access to trusted, technology-enabled learning tools

What makes Claire AI® different from public AI tools like ChatGPT?

Unlike open AI platforms, Claire AI:

- Uses only NHA proprietary, vetted content
- Provides source-linked citations in every response
- Reduces the risk of hallucinations or inaccurate external information
- Delivers responses aligned with NHA curriculum and standards

Will LTI customers be able to access Claire AI?

Yes, LTI learners will have access to Claire AI.

What if I do not want to use Claire AI in my classroom?

We are able to turn Claire AI off within accounts, but it is at the institution/account level and would be disabled for all products and courses at the account.

If you do not want to have Claire AI enabled, contact your NHA Account Manager. If you decide you want to re-enable Claire AI, your Account Manager can also help with that.

Claire AI® Data Usage

Does Claire AI® use data outside of the proprietary content inside NHA products?

No, Claire AI® does not use any external data sources, third-party datasets, or information from outside the NHA product when responding to users.

Does Claire AI® pull in information from the internet?

No, Claire AI does not browse or retrieve information from the web or from any external source. The only information being used is what is inside NHA proprietary content.

Does Claire AI® use learner questions (prompts) or conversations to improve the AI model?

No. Claire AI does not use any learner questions, messages, or interactions to train or modify the underlying AI model. The model does not learn from learner inputs, and no conversation data is used to “make Claire AI® smarter.”

Do we use learner questions (prompts) or conversations to improve Claire AI® responses in any indirect way?

No, Claire AI does not currently use customer conversation data to optimize or refine our system prompts.

Does Claire AI® share data across products?

No, there is no cross-product data sharing. Each learner’s interaction remains contained within the NHA product. It is not shared, reused, or fed into other NHA products.

Is NHA doing anything today that uses customer data to improve Claire AI®?

No, NHA does not use customer data—directly or indirectly—to improve Claire AI® intelligence, prompts, or model behavior. We treat all data securely, privately and according to our Privacy Policy.

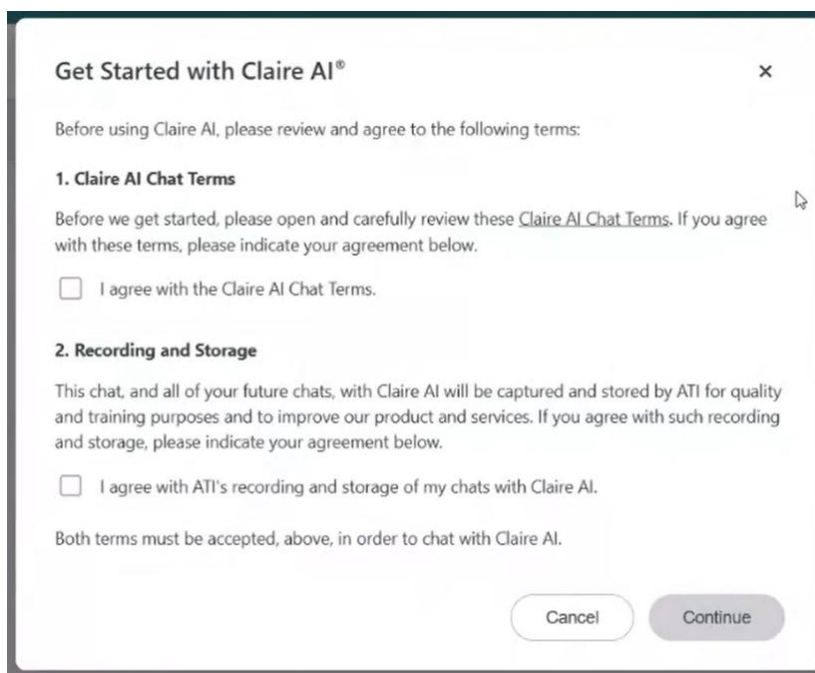
Are learner conversations stored? If so, why?

Yes. Conversations may be captured for quality monitoring, such as reviewing whether Claire AI® is responding accurately and consistently. This data is handled securely and is not used to train or enhance the AI model.

Are there Claire AI chat terms and conditions provided within Claire AI?

Yes, upon clicking on the Claire AI icon in the product the learner will be presented with Claire AI chat terms and a recording and storage message. The learner has to do the following to use Claire AI:

1. Review Claire AI chat terms
2. Agree to the Chat Terms (check the box)
3. Agree to the Recording and Storage (check the box)



Get Started with Claire AI® ×

Before using Claire AI, please review and agree to the following terms:

1. Claire AI Chat Terms

Before we get started, please open and carefully review these [Claire AI Chat Terms](#). If you agree with these terms, please indicate your agreement below.

I agree with the Claire AI Chat Terms.

2. Recording and Storage

This chat, and all of your future chats, with Claire AI will be captured and stored by ATI for quality and training purposes and to improve our product and services. If you agree with such recording and storage, please indicate your agreement below.

I agree with ATI's recording and storage of my chats with Claire AI.

Both terms must be accepted, above, in order to chat with Claire AI.

Cancel Continue

Do learners have to accept the Claire AI Chat Terms every time they access Claire AI?

No, the system will remember that they accepted them already.

What happens if they do not accept the Claire AI Terms?

The learner will not be able to access Claire AI. The icon will remain in the product. If the learner decides they do want to use Claire AI, they will be presented with the Claire AI terms again.

Can learners under the age of 18 still use Claire AI?

Yes, learners who are under the age of 18, can still use Claire AI Chat. The Claire AI chat terms outline the details.

From the Terms: If you have learners who are under 18, they can still use Claire AI Chat if they have parent or guardian consent. They do not need to provide that consent to the institution, instructor or to NHA directly—by using Claire AI Chat, the learner is confirming they have obtained it. If your school has an existing process for collecting parental permissions, simply follow that process. There is no additional action required from you unless your institution requires it.”

Access & Navigation

How do learners access Claire AI®?

Learners:

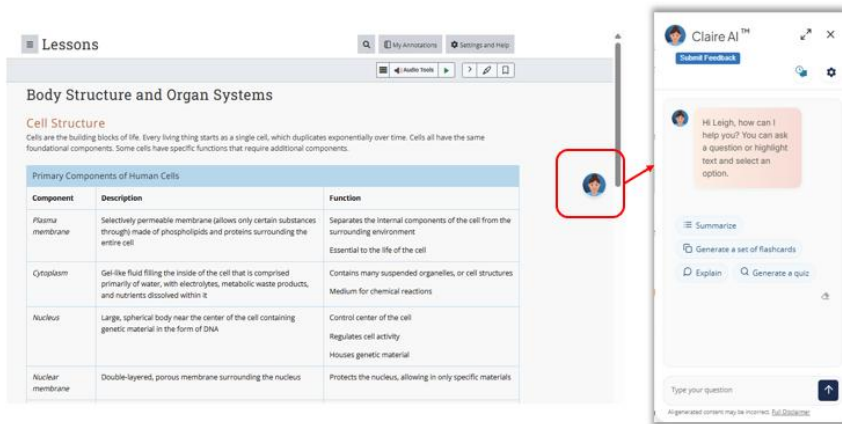
1. Log into the **NHA Cert Portal**
2. Navigate to **MyCourses**
3. Select an enabled product
4. Launch Claire AI® directly within the module content by clicking the **Claire AI®** icon

Will instructors have access to Claire AI®?

Yes, they can access Claire AI through the Instructor Preview button for products they have access to and those that are available. If instructors access Claire AI, they will be asked to accept the Claire AI Chat Terms just like learners.

Where does Claire AI® appear in the product?

Claire AI is embedded directly inside module content and is accessible via an on-screen icon.



Functionality & Usage

What starter prompts are built into Claire AI®?

Learners can begin with pre-built prompts, including:

- Summarize
- Generate a set of flashcards
- Explain
- Generate a question

These are designed to model effective AI usage.

What do all the icons in Claire AI mean?

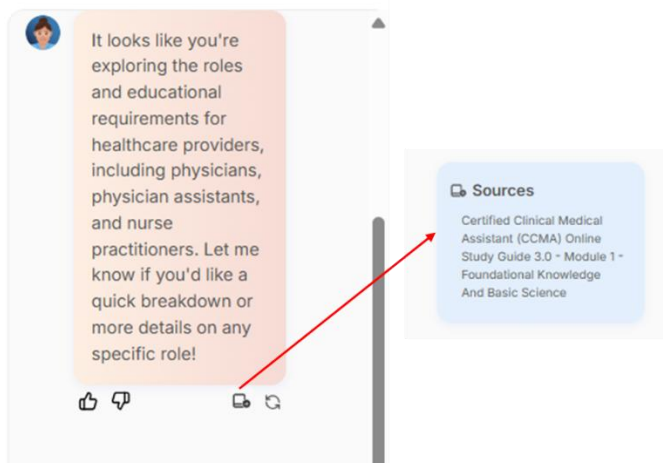
Icon	Title	Description (what it means)
	Erase Previous Chats	When moving between pages or modules, clear your history / prompt to ensure you receive the most relevant response
	Check the Source	In every response, Claire AI™ will include links citing the source where information is being pulled from within the NHA resource, so you know where the information was found.
	Rate Responses	Give feedback on each Claire AI™ response by rating the response using the Thumbs up or Thumbs down icons. Thumbs up for helpful, accurate and clear responses. Thumbs down for when the response is incorrect, confusing or not what you expected.
	View Chat History	Access previous conversations with Claire AI™ to review questions, responses, and context from earlier conversations.
	Regenerate Content	Generates a new response using the same input, offering a different variation or perspective.
	Provide Feedback	Use Submit Feedback to report issues and suggest improvements related to Claire AI™

Can learners ask Claire AI® their own questions?

Yes. Claire AI® lets you type any question directly into the AI’s chat box. Instead of choosing from suggested prompts, you can ask something specific that you want to know—as long as it relates to the content or topic you’re currently viewing.

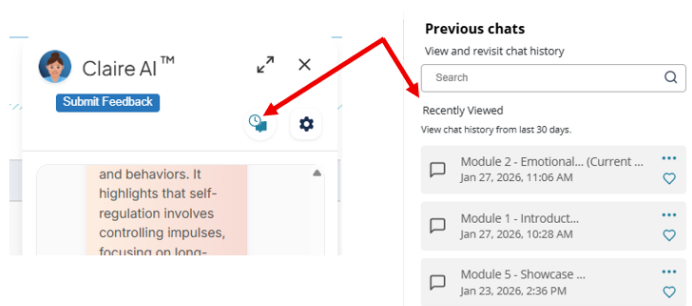
Can learners see where Claire AI® gets its answers?

Yes, every response includes links to the specific NHA content source used to generate the answer.



Can learners view previous chats?

Yes. Learners can view their chat history and revisit previous questions and responses.

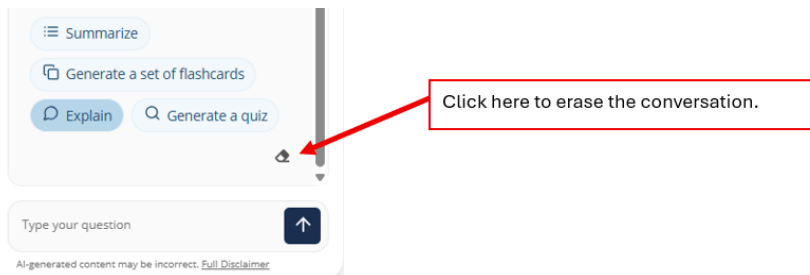


If a learner gets out of the lesson, and returns at a later time, will Claire AI still remember the prior chats?

Yes! If a learner logs out, logs back in, and returns to Claire AI, is won't have any content in it, but prior conversations will be available in the chat history.

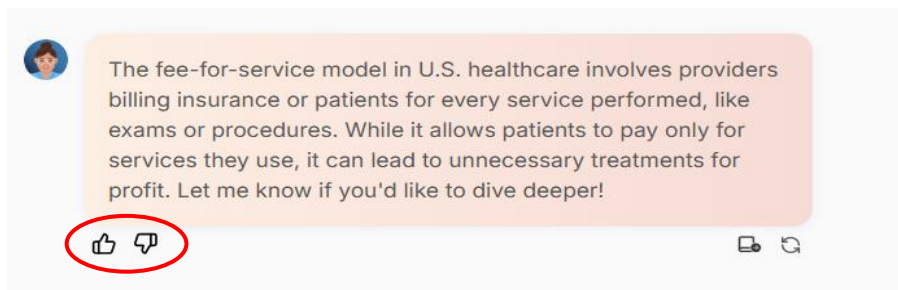
How do I clear or erase conversations when moving between modules?

When moving between pages or modules, clear your history / prompt to ensure you receive the most relevant response – you can always revisit your previous conversations by selecting chat history.



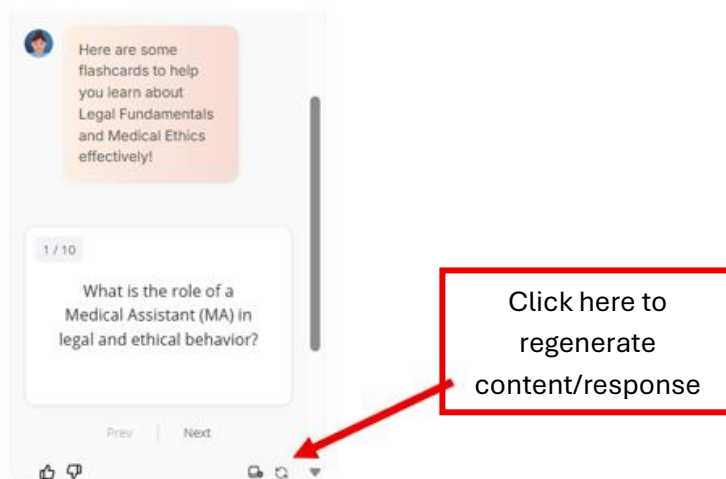
Can I rate the response I get from Claire AI®?

Yes, rate the response using the Thumbs up or Thumbs down icons. Thumbs up for helpful, accurate and clear responses. Thumbs down for when the response is incorrect, confusing or not what you expected.



What happens if the learner wants a different response?

Learners can use the **Regenerate Content** function to receive a different variation of the same response using the same prompt.



Will Claire AI® help me if I highlight the text?

Yes, Claire AI® will automatically appear when text is highlighted within the product.

Concepts Related to Compliance in Health Care

All members of the health care team will adhere to laws and regulations. There are organizations that provide standards and oversight for the care that is provided to patients. As a medical assistant, you are expected to fulfill the standards and expectations of the profession as it falls within your scope of practice. A medical assistant must understand and comply with these rules to function as a successful member of the health care team.



Compliance includes laws, standards, and regulations that define quality of care. Standards of care are based on laws, administrative policies, and guidelines published for medical staff to help navigate through daily practice. Oversight of standards falls on the provider, administrator, and state regulatory bodies. Health care compliance and oversight's primary goal is to ensure excellent quality of care provided to patients.

Lesson Objectives

This lesson brings into focus the on-the-job importance of complying with laws and regulations to provide safe, compliant care.

By the end of this lesson, foundational MA learners should be able to demonstrate understanding of the following:

- Importance of laws and regulations
- Regulations and standards of care
- Accreditation and quality improvement
- Malpractice and risk management

What resources are available for learners?

Here are some resources to share with your learners to help them get the most out of Claire AI:

- [Getting Started with Claire AI](#)
- [Keys to Effectively Using Claire AI](#)
- [How to Get the Most Out of Claire AI: Prompt Examples and Improving Studying](#)

Feedback & Support

How can learners provide feedback on Claire AI®?

Learners can submit feedback directly within Claire AI® to:

- Report issues
- Suggest improvements
- Share positive experiences

