Questions to Ask When Evaluating an AI Tool

Based on OECD's Five Principles[1]

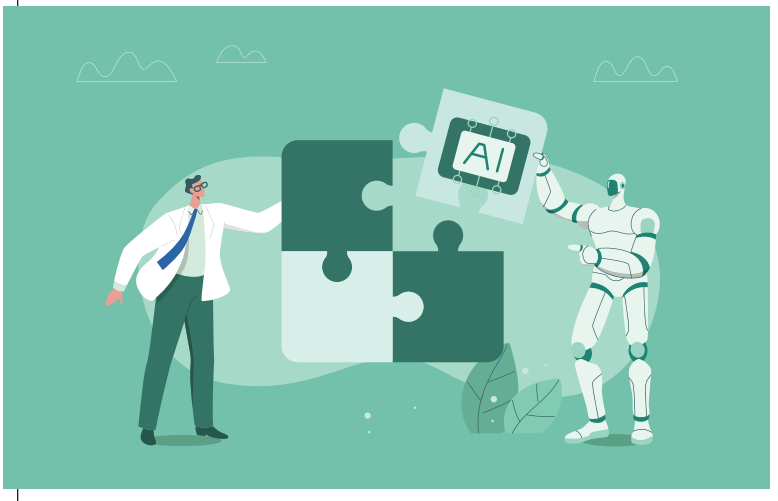
1 Inclusive Growth, Sustainable Development and Well-being

Questions to ask yourself:

- ☐ Will this tool improve access to care for underserved clients or patients?
- ☐ Does the tool help me operate more efficiently without compromising the quality of care?
- ☐ Will this tool improve my staff's well-being, and am I willing to alter my commitment to this tool if it worsens my staff's well-being?
- ☐ Can this tool reduce environmental impacts (e.g. waste, energy use) in clinic operations?

Questions to ask the developer:

- ☐ How does your tool support inclusion for different user demographics (e.g., clients with limited resources, users with different levels of tech expertise, users with disabilities)?
- ☐ Was the system tested on data from a range of clinic types and patient populations?
- ☐ Have you considered environmental impacts in the design or deployment of this tool?



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- ☐ What steps have been taken to minimize the environmental footprint of deploying the tool (e.g., server usage, energy consumption)?
- ☐ Are there features that help promote progress in veterinary medicine, public health or education (e.g., disease tracking, alerts, unified data tagging)?

2 Human Rights and Democratic Values (Fairness and Privacy)

Questions to ask yourself:

- ☐ Does the AI treat all patients and clients equitably, regardless of breed, species or owner background?
- ☐ Can I ensure that my clients' data is handled ethically and in compliance with privacy laws?

Questions to ask the developer:

- ☐ What steps have you taken to identify and mitigate bias in the system?
- ☐ How is client and patient data collected, stored and protected?
- ☐ Does the tool use client data for further training, and if so have you taken steps to prevent adversarial attacks?
- ☐ Can users opt out of data collection or request data deletion?
- ☐ Does the tool provide mechanisms for human oversight and intervention in decision-making?
- ☐ Was the training data balanced across different species, breeds, ages and conditions?
- ☐ Are there audit logs or fairness metrics available?
- ☐ How does the tool handle rare or underdiagnosed conditions?

3 Transparency and Explainability

Questions to ask yourself:

- ☐ Do I clearly understand how the AI arrives at its recommendations?
- ☐ Am I comfortable explaining the AI's suggestions to clients in simple terms?
- ☐ Can I verify and challenge its outputs when needed?
- ☐ How clearly is the boundary between human and AI decision-making communicated?

Questions to ask the developer:

- ☐ Can you provide clear documentation of how the AI makes decisions or recommendations?
- ☐ Is there a way to view the inputs, factors or rules that led to a given result?
- ☐ How does your tool communicate its limitations to users?

4 Robustness, Security and Safety

Questions to ask yourself:

- ☐ Can I trust the AI to perform reliably in routine and emergency situations?
- ☐ Do I have a plan in place for what to do if the system fails or behaves unexpectedly?
- ☐ Is there a risk that clinic staff might over-rely on AI recommendations?
- ☐ What kind of training do users need to use the tool responsibly?
- ☐ Does the tool comply with local veterinary licensing and data protection laws?

Questions to ask the developer:

- ☐ What testing has been done to ensure the system works under different clinical scenarios, including edge cases?
- ☐ What safeguards are in place to detect and prevent system errors or hallucinations?
- ☐ Can the system be safely overridden or shut down if needed?
- ☐ How do you handle cybersecurity risks?
- ☐ How often is the tool retrained or updated with new data?
- ☐ How do you monitor the system for degradation over time (e.g., model drift)?
- ☐ Has the AI tool been validated in clinical settings, not just lab environments? What are the performance metrics (accuracy, sensitivity, specificity, etc.)?
- ☐ Are there peer-reviewed studies or independent evaluations of its performance?

5 Accountability

Questions to ask yourself:

- ☐ Do I know who is responsible if the AI tool makes a harmful or incorrect recommendation?
- ☐ Are my staff all clearly aware of where the responsibilities lie?
- ☐ Can I trace decisions back to their source for review or reporting?

Questions to ask the developer:

- ☐ Who is accountable for the tool's performance and ongoing updates?
- ☐ How is traceability maintained across the AI lifecycle — from training data to decision outputs?
- ☐ Do you have a process in place for reporting, investigating and correcting harmful errors or unexpected behaviors?
- ☐ What support is available if I encounter an issue or need help interpreting results?
- ☐ Has the tool undergone any regulatory approval (e.g., CE, FDA for medical tools if relevant)?
- ☐ Who holds liability if a client challenges a decision based on AI?

[1]Recommendation of the Council on Artificial Intelligence. Organisation for Economic Co-operation and Development. Updated March 5, 2024. Accessed April 8, 2025. https://legalinstruments.oecd.org/en/instruments/OECD-LEGAL-0449