

Using AI Responsibly in Your Aging in Place Business

A Three-Step Fact-Checking System for Aging in Place Professionals.

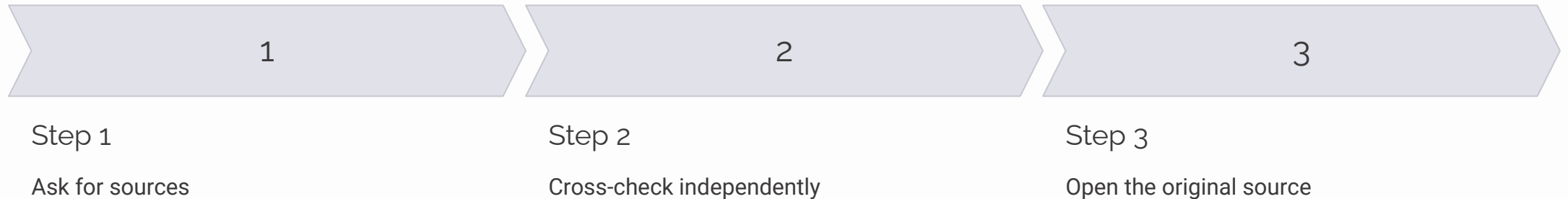
This is a 15–20 minute webinar for consultants, contractors, designers, occupational therapists, senior home safety professionals, and other service providers.



AI Said It. But Is It True?

Artificial intelligence can be a wonderful research assistant — summarizing complicated information, suggesting places to look, and helping us understand unfamiliar terminology. But AI is not an authority. It can misunderstand a regulation, rely on outdated information, misrepresent a source, or confidently provide a citation that does not actually support the claim.

That creates a particular risk for aging in place professionals. Our recommendations may affect someone's health, safety, finances, or legal compliance. This webinar teaches a simple three-step process for verifying AI-generated information before you use it professionally.



Why This Matters in Aging in Place

Consider the kinds of questions aging in place professionals regularly research: How high should a grab bar be installed? Does Medicare pay for a stair lift? Is a particular ramp slope ADA compliant? What interventions does the CDC recommend for fall prevention? These are not harmless trivia questions.

An inaccurate answer could result in an unsafe installation, an unexpected expense, a denied claim, or a recommendation that does not meet the client's needs. AI can help begin the research, but it should not be the final stop.

Client Safety

Project Costs

Code Compliance

Product Selection

Medicare Expectations

Professional Credibility

Step One — Ask for Sources

Instead of asking:

"What are the requirements?"

Ask this:

"Search the web and explain the current requirements. Cite the source supporting each important claim."

If you simply ask an AI tool a question, it may answer from its general knowledge — which could be incomplete or outdated. Ask the tool to search current sources and cite the origin of each important claim.

Be specific about the types of sources you want: government agencies, professional standards, state licensing boards, peer-reviewed research, and manufacturer documentation. A citation does not automatically make an answer correct, but it gives you a trail to follow.



Make sure the AI tool you are using has live web access. If it does not, it cannot reliably confirm what is current today.

Use a Strong Research Prompt

Here is a prompt template that can be adapted to almost any aging in place question. The final instruction — to identify anything that varies by jurisdiction — is especially important, as AI frequently blends together guidelines, laws, building codes, best practices, and clinical recommendations that are not necessarily interchangeable.

Search the web for current information about [topic]. Use primary or official sources whenever possible. Cite the source for every major claim. Include the publication or revision date when available. Clearly identify anything that varies by state, locality, product, or individual circumstances.

Example in practice: "Search the web for current information about wheelchair ramp requirements for a private residence in Georgia. Use government, state, and local sources whenever possible. Cite every major claim. Separate ADA guidance from residential building-code requirements, and identify anything that varies by jurisdiction."

Step Two — Cross-Check Independently

Use a second research tool — such as Perplexity — and ask the original question in a neutral way. Do **not** paste the first AI response into the second tool and ask it to verify the answer. That can encourage the second tool to follow the assumptions and framing of the first response.

Instead, ask: *"What do current sources say about this topic? Include anything that contradicts common recommendations."* Then compare the two answers.

Measurements

Dates

Populations Covered

Legal Applicability

Exceptions

Sources Used

Disagreement does not automatically tell you which answer is wrong — it tells you exactly what needs closer investigation.

Watch for Agreement Without Independence

Agreement between two AI tools can feel reassuring, but it is not proof. Both tools may be drawing from the same incorrect secondary source, or may repeat a commonly quoted recommendation without determining whether it is a legal requirement, a best practice, or merely a rule of thumb.



Same website

Both tools may cite the same flawed secondary source.



Outdated article

A frequently repeated misconception can persist across AI training data.



Misapplied standards

The 2010 ADA Standards govern state/local government facilities and public accommodations – not every privately owned single-family home. Project location, use, funding, and applicable codes must all be considered.

Step Three — Open the Actual Source

The third step is the one that actually confirms the information: open the original source. Do not rely on the AI's summary of it. Click the link and verify each of the following before using the information professionally.



Does the page exist?

Confirm the link is live and belongs to the official organization's website.



Is the information current?

Check the publication or revision date to ensure the guidance has not been superseded.



Does it say what AI claimed?

Confirm the source actually supports the specific claim — not just the general topic.



Does it apply to your client?

Check for qualifications, exceptions, or scope limitations — such as public vs. private facilities.

Know Where to Look

The correct source depends on the question. Using the right authoritative source — rather than a blog or equipment seller's interpretation — is essential to accurate, defensible recommendations.

Question Type	Start With
Accessibility standards	ADA.gov and U.S. Access Board
Medicare coverage	Medicare.gov and CMS — not a home care agency's blog
Fall prevention	CDC STEADI materials
Professional scope or licensing	State licensing board
Building requirements	State/local building authority
Product capacity or installation	Manufacturer manual for the exact model
Clinical effectiveness	Peer-reviewed research

❏ ANSI standards may also be important, but access may require purchasing the standard. Confirm whether a particular edition has been adopted into the applicable state or local code.

A Practical Example: Grab Bar Height

Suppose you ask AI for the correct height of a bathroom grab bar. It may provide a precise measurement that sounds definitive — but important context is missing. The professional must identify the question being answered before relying on any measurement.

O1

What type of grab bar?

Horizontal beside a toilet, vertical at a shower entrance, or inside a bathtub?

O3

Which code or standard applies?

A code-compliant placement may still not be the best functional placement for a particular client.

O2

Where will it be installed?

Private residence, assisted living, medical facility, or public building?

O4

Who will use it?

A highly individualized placement may not satisfy requirements governing a regulated facility.

Red Flags in AI-Generated Research

Certain phrases and patterns should prompt you to slow down and investigate further. If the answer could influence a client's safety, finances, or legal obligations, "the AI said so" is not adequate documentation.

Universal language

Words like "always," "never," or "guaranteed" — especially about legal compliance, insurance coverage, or medical outcomes.

"ADA approved"

Products are generally not individually approved or certified by the ADA, regardless of what marketing language claims.

No dates or sections

The tool provides a measurement but cannot identify the applicable standard, section, or publication date.

Guidance confused with law

Blogs or sales pages used as sources; the same recommendation made for every client regardless of context.

The Three-Step Rule

Find it. Challenge it. Confirm it.

AI can make us faster — helping us locate terminology, identify possible sources, and organize complicated information. But we remain responsible for the recommendations we give our clients.

Ask for Sources

Request citations and live web search from the start.



Cross-Check Independently

Use a neutral prompt on a second tool that invites contradictory information.



Open the Original Source

Confirm the source exists, is current, and says what AI claimed.

 AI assists with research. It does not assume professional responsibility.