



State of Utah Utah Medical Licensing Board

20 April 2026

Utah Department of Commerce
Office of Artificial Intelligence Policy

To Whom It May Concern,

On January 6, 2026, the State of Utah and Doctronic entered into an agreement to introduce an artificial intelligence (AI)-powered system to “automate routine, guideline-based prescription renewals” for Utah residents. This system will allow “30-, 60-, or 90-day renewals for medications that have already been prescribed by a licensed provider.” The Utah Medical Licensing Board (Medical Board) was made aware of this agreement only after its implementation, once the system was already live and available for use.

The Medical Board is tasked with protecting the public in the State of Utah. While we support the legislative mandate to explore AI implementation, we also have a stewardship to protect Utah citizens. Collectively, the board has decades of medical experience across a variety of specialties, positioning us to understand the potential consequences of implementing what may seem like an innocuous task of AI-driven prescription refills.

Overseeing prescription refills is a task reserved for properly licensed medical practitioners for critical safety and clinical reasons. Each refill requires reassessment and clinical decision-making to safely adjust doses, monitor for side effects, contraindications, or new drug interactions, and ensure the medication remains effective. Patients who continue refilling medications without assessment may remain on outdated or suboptimal therapy for months or years. There is a reason prescription refills require physician authorization.

Proceeding with this agreement without consulting the Medical Board potentially places Utah citizens at risk and remains a major concern of the board. It is imperative that professionals with medical backgrounds review all proposals prior to implementation to ensure these programs do not compromise patient safety. We must not allow AI or other financial motivations to override this obligation, yet that is precisely what occurred here.

It is the strong recommendation of the Utah Medical Licensing Board that this program be immediately suspended pending further discussion.

We look forward to working with the Office of Artificial Intelligence Policy to explore ways to safely implement AI in the practice of medicine.

Sincerely,

Utah Medical Licensing Board

Alan Smith, MD, RPh, Chair
Craig Davis, MD, Vice Chair
Marie Cherrington PA-C, DMSc, RDH
Nicole Clark, MD
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Greg Hobson, DO
Jonathan Olsen, DO
Jim Sutton, PA-C
Stephen Voss, MD
Susan Wiet, MD