



## NORTHSIDE CLINIC

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## Artificial Intelligence Policy

### What and how are Artificial Intelligence (AI) Scribes used?

An artificial intelligence (AI) scribe is a tool that can automate parts of the clinical documentation process for a medical practitioner. AI scribes can convert a conversation with a patient into a clinical note, summary, or letter that can be incorporated into the patient's health record.

An AI scribe cannot completely replace the work a general practitioner (GP) undertakes to prepare clinical documentation. The output of an AI scribe must be carefully checked for accuracy by a GP, as it can produce errors and inconsistencies. GPs are ultimately responsible for ensuring that the patient health record is accurate and up-to-date.

AI scribes use a microphone to capture speech that is taking place during a clinical encounter, then convert the audio data into text.

This practice uses an AI scribe tool to support GPs to take notes during their consultations with you. The AI scribe uses an audio recording of your consultation to generate a clinical note for your health record. The AI scribe services approved by Northside for clinician use are Heidi Health and LyreBird Health.

Heidi/Lyrebird:

- does not share information outside of Australia
- does not store any audio files
- does not use any data to train it's AI
- removes sensitive, personal identifying information as part of the transcription
- complies with the Australian Privacy Principles

The practice will only use data from our digital scribe service to provide healthcare to you.

Doctors must obtain a patient's consent to use AI scribe at the beginning of each consultation. Consent may be verbal and should be documented in the clinical notes for that consultation. Consent can be withdrawn at anytime.