

## AI Transcription Policy

### 1. Purpose

Marsden Family Doctors uses Artificial Intelligence (AI) transcription technology to assist in accurately documenting patient consultations. This policy outlines how AI transcription is used, how patient information is protected, and our commitment to privacy, confidentiality, and ethical medical practice.

### 2. Scope

This policy applies to:

- All patient consultations where AI transcription may be used
- All healthcare practitioners and staff at Marsden Family Doctors
- All audio data processed through AI transcription systems

### 3. How AI Transcription Is Used

AI transcription technology may be used during consultations to:

- Convert spoken medical discussions into written clinical notes
- Improve documentation efficiency
- Enhance accuracy of medical records
- Reduce administrative burden on clinicians

The AI system assists clinicians but does not replace clinical judgment. All AI-generated notes are reviewed, edited, and approved by the treating doctor before being saved in the patient's medical record.

### 4. Patient Consent

Where AI transcription is used:

- Patients may be informed that AI technology assists in documenting consultations.
- Patients may request clarification about how their data is handled.
- Patients may raise concerns at any time.

AI transcription is used solely to support clinical documentation and improve care quality.

### 5. Privacy & Confidentiality

Marsden Family Doctors is committed to protecting patient information in accordance with:

- The Privacy Act 1988 (Cth)
- The Australian Privacy Principles (APPs)
- Relevant healthcare privacy regulations

All consultation data:

- Is encrypted during transmission and storage
- Is stored securely within compliant systems
- Is accessible only to authorised healthcare professionals and staff
- Is not sold, shared, or used for marketing purposes

## **6. Data Security**

We implement strict safeguards including:

- Secure servers and encrypted systems
- Access controls and user authentication
- Regular security monitoring
- Vendor compliance assessments (where third-party AI services are used)

Any third-party provider engaged for AI transcription must meet Australian healthcare data protection standards.

## **7. Data Retention**

AI-generated transcripts form part of the patient's medical record and are stored according to Australian medical record retention requirements.

Audio data, where applicable, is:

- Stored only as long as necessary
- Deleted securely in accordance with data retention policies

## **8. Accuracy & Clinical Oversight**

While AI transcription technology is highly advanced, it may occasionally misinterpret speech, accents, or medical terminology.

Therefore:

- All AI-generated documentation is reviewed by the treating doctor
- Clinical responsibility remains solely with the healthcare provider
- No medical decision is made solely by AI

## **9. Ethical Use of AI**

Marsden Family Doctors uses AI responsibly to:

- Enhance patient care
- Improve efficiency
- Maintain high clinical standards

AI is used strictly as a documentation support tool and does not independently diagnose, treat, or provide medical advice.

## **10. Policy Updates**

This policy may be updated periodically to reflect changes in technology, legislation, or clinical practice.