

Policy and Procedure for the Use of AI Technology

In Coastal Lakes Medical Practice



1. Purpose

This policy outlines the responsible use of Artificial Intelligence (AI) technology, including AI-based transcription services, within Coastal Lakes Medical Practice. It ensures compliance with Australian privacy laws and ethical standards while maintaining high-quality patient care.

2. Scope

This policy applies to all medical practitioners, and staff involved in the use of AI-based technologies within the practice.

3. Compliance and Ethical Considerations

Coastal Lakes Medical Practice adheres to:

- Privacy Act 1988 (Cth) – Ensuring the protection of patient data.
- Australian Privacy Principles (APPs) – Governing the collection, use, and storage of personal information.
- Medical Board of Australia Guidelines – Maintaining professional and ethical AI use in healthcare settings.

4. Use of AI-Based Transcription Services

4.1 Purpose of AI Transcription

AI-based transcription services (e.g., Heidi) are used to improve accuracy and efficiency in medical documentation. They assist practitioners with note-taking during consultations while ensuring data security.

4.2 Information for Patients

1. Your Doctor Will Ask for Your Permission:

- Before using AI transcription during your consultation, your doctor will ask for your consent.
- You have the right to decline AI transcription without it affecting your care.
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2. De-identified Data:

- AI transcription processes use de-identified data, meaning personal or identifiable patient information is not included.
- This ensures patient privacy is protected at all times.

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3. Limited Use of Data:

- Transcribed data is temporarily used to assist practitioners in accurate record-keeping.
- It is not directly incorporated into the Electronic Medical System (EMS).

4. No Data Sharing:

- Transcriptions remain confidential and are not shared with third parties.
- The AI transcription service complies with the Privacy Act 1988 (Cth) and other relevant privacy and data security regulations.

5. Focus on Privacy and Security:

- Coastal Lakes Medical Practice prioritizes patient privacy and data security.
- AI technology is used solely to enhance healthcare delivery while safeguarding sensitive information.

4.3 Patient Consent and Choice

- The doctor will explain the AI transcription service and seek patient permission before use.
- Patients can choose to opt in or out of AI transcription at any time.
- If patients decline the use of AI technology, the consultation will proceed as normal without AI transcription.

5. Staff Responsibilities

- **Medical Practitioners:** Obtain patient consent before using AI transcription and ensure transcriptions are reviewed for accuracy.
- **Practice Management:** Monitor AI service providers for compliance with privacy and security regulations.
- **IT and Compliance Team:** Ensure AI tools meet cybersecurity and data protection requirements.

6. Security and Data Protection Measures

- AI transcription services must employ **end-to-end encryption** and secure data handling.
- Access to AI-generated transcriptions is restricted to authorized personnel only.
- Regular audits will be conducted to verify compliance with data protection policies.

7. Review and Updates

This policy will be reviewed annually or as required to ensure compliance with evolving laws and best practices in AI healthcare technology