





35 Queens Parade, Clifton Hill VIC 3068 | P. 03 9088 3258 | F. 03 9088 3257
admin@thecranegp.com.au | www.thecranegp.com.au |   @thecranegp

TCGP Policy & Procedure

AI Scribe Technology in Clinical Consultation

Purpose

The Crane General Practice (TCGP) supports the use of AI scribe technology to enhance the efficiency and accuracy of clinical documentation. The purpose of this document is to outline how AI scribe tools are used safely and ethically during patient consultations, while ensuring full compliance with privacy legislation, medico-legal standards, and professional responsibility.

Policy

This policy sets the standards and limitations for the use of AI scribe technology at TCGP. It applies to all GPs and relevant staff and aligns with the following frameworks:

- **Privacy Act 1988 (Cth)** and **Australian Privacy Principles (APPs)**
- **RACGP** guidelines on AI in healthcare
- **AVANT** medico-legal advice
- Relevant **State and Territory privacy and surveillance laws**

Key policy provisions:

1. Data Storage and Security

- a. Only AI scribes that store and process data *within Australia* are permitted.
- b. Data must be encrypted, securely stored, and deleted in accordance with privacy regulations.
- c. No consultation audio is recorded or retained.

2. Secondary Use of Data

- a. Patient data must not be used for training AI models, research, third-party access, or any other secondary purposes.

3. Professional Responsibility

- a. GPs remain entirely responsible for the accuracy of medical records.
- b. AI scribe notes must always be reviewed and amended as needed by the treating GP.
- c. Clinical judgment cannot be replaced or influenced by AI tools.

4. Medico-Legal Indemnity

- a. GPs must confirm that their AI scribe is covered under their medical indemnity insurance.

5. Financial Responsibility

- a. GPs are responsible for any costs associated with the AI scribe service.
- b. TCGP does not subsidise or manage these tools.

Procedure

The following procedures must be followed to ensure compliance and safe use of AI scribing technology.

• Consent Management

- A signed **AI Scribe Patient Consent Form** must be obtained before the first AI-assisted consultation.
- At each visit, **verbal consent** must be confirmed by the GP before proceeding with AI scribe use.
- Patients may withdraw consent at any time without impacting their care.

• Documentation

- Initial consent forms must be sighted by the GP, then scanned and uploaded to the patient's file.
- Once the GP has sighted the consent form, the GP is to annotate under **Comments** in patient's Best Practice medical record – **aiY** if patient consents, **aiN** if patient declines.
- GPs must document verbal consent in the consultation notes each time AI scribing is used.

• Audio Recording Restrictions

- If an AI scribe uses audio, the GP must:
 - Inform the patient explicitly.
 - Comply with applicable state/territory laws on electronic recordings.
- **Recording without consent is strictly prohibited.**

• Privacy Breach Protocol

- Any suspected data breaches must be reported immediately to the Practice Manager.
- The Notifiable Data Breaches (NDB) scheme must be followed.

• Monitoring and Compliance

- TCGP reserves the right to audit AI scribe use for compliance with this policy.

- Breaches may result in review of individual practitioner contracts or restrictions on AI scribe use.

Acknowledgment & Agreement

By signing below, you acknowledge that you have read, understood, and agree to comply with this policy.

Signature:

Name:

Date: