Artificial Intelligence (AI) Use Policy in Medical Practice

# 1. Purpose

This policy outlines the appropriate and compliant use of Artificial Intelligence (AI) technologies within Australian medical practices. It ensures adherence to relevant medico-legal requirements, including the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and guidelines set forth by the Royal Australian College of General Practitioners (RACGP).

# 2. Scope

This policy applies to all staff, contractors, and third-party service providers who use or manage AI tools within the medical practice, including clinical and administrative applications. It also applies where AI technologies are used in interactions with patients.

# 3. Approved Uses of AI

- Clinical support tools (e.g. summarisation, diagnostics assistance)

- Administrative efficiency (e.g. appointment triage, transcription, billing)

- AI-powered consult transcription tools (e.g. Lyrebird, HeidiHealth) under supervision

- Data analytics for internal reporting and quality improvement (non-identifiable data only)

# 4. AI Use with Patients

- Patients must be informed when AI tools are used during their consultation.

- Explicit consent must be obtained where AI records or transcribes consultations.

- AI-generated records must be reviewed by a qualified practitioner before inclusion in the patient record.

- AI must not replace clinical judgement or decision-making.

# 5. Data Sovereignty and Privacy

- All AI systems must comply with the Privacy Act and Australian Privacy Principles.

- AI vendors must store and process data within Australian jurisdiction unless explicit patient consent is obtained.

- De-identified data may be used for internal AI analytics; identifiable data must not be used for training AI without consent.

- Ensure all AI systems used are compliant with the RACGP’s data security and sovereignty expectations.

# 6. Risk Management and Cautions

- AI is not to be treated as a replacement for clinical expertise.

- Review AI-generated output for accuracy and appropriateness.

- Do not rely solely on AI for critical clinical decisions.

- Ensure all staff are trained on AI limitations and responsibilities.

# 7. Vendor Selection and Review

- Only AI tools vetted and approved by the practice may be used.

- Vendors must provide transparent information on data handling, storage, and ownership.

- Periodic review of vendor compliance with privacy, security, and medico-legal standards is required.

# 8. Breach and Incident Management

- Any suspected data breach involving AI must be reported immediately.

- Practices must follow mandatory breach notification procedures under the Notifiable Data Breaches scheme.

- Regular audits and risk assessments must be conducted.

# 9. Review and Updates

This policy must be reviewed at least annually or whenever there is a significant change in legislation, RACGP guidance, or AI technology use.