Privacy Notice: Use of AI-Assisted Clinical Documentation

At IPC Health, we are committed to providing safe, high-quality care while protecting your privacy. To support our clinicians, we may use approved Artificial Intelligence (AI) assisted documentation tools, including Heidi or Lyrebird, during some appointments.

What are AI-assisted documentation tools?

AI-assisted documentation tools listen to and process information discussed during your appointment to create a draft clinical note for your clinician. These tools are used to reduce administrative tasks and allow clinicians to spend more time focusing on you.

The AI tool does **not** make decisions about your care. Your clinician remains responsible for reviewing, editing and approving all clinical documentation before it is included in your health record.

What information may be collected?

With your consent, the AI documentation tool may process information discussed during your appointment, including:

- Your personal and contact information
- Information about your health, symptoms, treatment, care needs and goals
- Information relevant to the healthcare services you receive
- Other information you choose to share during the consultation

How is your information used?

Your information is used to:

- Create a draft clinical note for your clinician
- Support the delivery of healthcare services
- Maintain accurate and complete health records
- Improve the efficiency and quality of clinical documentation
- Draft referral letters and other communication

How is your information stored and protected?

IPC Health takes reasonable steps to protect your information from unauthorised access, use, disclosure, alteration or loss.

Information processed by AI documentation tools is managed in accordance with applicable privacy and health records legislation, IPC Health policies, and contractual arrangements with the technology provider.

Health information is retained in accordance with legal record-keeping requirements and IPC Health's records management practices.

The AI tool creates a draft transcript and draft notes from the consultation. These drafts are securely stored in Australia for up to 7 days and then automatically deleted. Your clinician reviews and approves the notes before they are added to your IPC Health record. The approved notes are then retained as part of your health record in accordance with legal record keeping requirements.

Who can access your information?

Access to your information is limited to authorised persons who require access for their role, including:

- Your treating clinician
- Members of your care team involved in your treatment
- Authorised administrative and technical staff where necessary to support service delivery

Can I access or correct my information?

Yes. You have the right to:

- Request access to your health information
- Request correction of information that is inaccurate, incomplete, misleading or out of date
- Ask questions about how your information is collected, stored, used and disclosed

Please refer to IPC Health's Privacy Policy for information about making an access or correction request. [insert link]

Will my information be shared with anyone else?

IPC Health will only disclose your information:

- With your consent
- Where required or authorised by law

- To support your healthcare and continuity of care
- As otherwise described in our Privacy Policy

Is my information used for secondary purposes?

IPC Health requires AI documentation providers to limit the use of client information to purposes necessary to deliver, secure and support the service. Depending on the platform used and the contractual arrangements in place, information may be used for:

- System operation, maintenance and technical support
- Security monitoring, fraud prevention and incident investigation
- Service performance monitoring and quality assurance
- Compliance with legal, regulatory and contractual obligations

IPC Health does not permit client information to be used for unrelated marketing purposes or for AI model training, unless this has been specifically assessed, approved and disclosed to clients.

Your choice

The use of AI-assisted documentation is voluntary. Before using an AI documentation tool, your clinician will seek your consent. You may decline or withdraw consent at any time, and your decision will not affect the care or services you receive.

If you have questions about IPC Health's use of AI-assisted documentation tools or our privacy practices, please contact the IPC Health Privacy Officer
privacy.officer@ipchealth.com.au