

Artificial Intelligence Policy

This policy sets out how InHealth uses artificial intelligence (AI) tools in our clinics. It exists to ensure AI is used safely, ethically, and in a way that protects our patients, our staff, and the integrity of our clinical care.

We are committed to compliance with AGPAL accreditation standards, RACGP guidelines, ACSQHC frameworks, and the Australian Privacy Act 1988, including new provisions commencing December 2026 that extend the Australian Privacy Principles (APPs) to the use of automated decision-making technologies, including AI systems.

Scope

This policy applies to all GPs, allied health practitioners and staff, and incorporates all AI tools approved and used within our practice.

AI tools used at InHealth support existing workflows and have been specifically developed for the healthcare industry.

All AI-generated content – including consultation notes, document allocations, and any clinical summaries – is reviewed by the relevant practitioner or staff member and **does not** replace your practitioner's clinical judgement.

Policy Review

This policy will be reviewed annually, or sooner if:

- A new AI tool is introduced, or an existing tool is discontinued;
- A significant AI-related incident occurs; or
- Relevant legislation, AGPAL standards, RACGP guidelines, or ACSQHC frameworks are updated.

Reviews are the responsibility of the Business Manager in consultation with the IT Team, Practice Manager, Managing Director & Clinical Director.

Approved AI Tools

The following AI tools are currently approved for use. Use of any AI tool not listed below must be approved by the Business Manager before use.

Tool	Used by	Purpose	Conditions	Privacy & Data
Heidi AI by Heidi Health	GPs	AI clinical scribe Transcribes and structures consultation notes in real time	Patient consent required verbally before every consult. GPs must review and approve all notes before filing. AI output is a draft only. Not all GPs use this tool; usage is individual preference. Patients can opt out of the use of Heidi at any stage during their consultation	Privacy Policy Safety Stance
Lyrebird by Lyrebird Health	GPs	AI clinical scribe Transcribes and structures consultation notes in real time	Patient consent required verbally before every consult. GPs must review and approve all notes before filing. AI output is a draft only. Not all GPs use this tool; usage is individual preference. Patients can opt out of the use of Lyrebird at any stage during their consultation	Privacy Policy Privacy Stance
ChatGPT by OpenAI	GPs & Nurses (selected)	General reference and drafting assistance	No identifying patient information permitted (e.g. patient names, DOB, Medicare numbers, health identifiers) Only de-identified and non-identifiable clinical information may be entered. Permitted inputs include: <ul style="list-style-type: none"> General clinical scenarios (e.g. “adult with type 2 diabetes and hypertension”) Broad demographic categories (e.g. age range, not exact age) Non-specific clinical findings or management goals 	Privacy Policy Security & Privacy Stance
Samantha/ Corina by Care GP	Reception & Practice Managers	Bulk document allocation Pre-populates incoming documentation for receptionist review	All AI-generated allocations must be manually reviewed and confirmed by a receptionist before finalising.	Privacy Policy Data Security & Compliance Stance
Helen AI by Health Engine	Patient-facing	AI Receptionist Handles inbound appointment bookings and cancellations.	Patients have the option of using the AI receptionist when they call the clinic. Patients can request a human receptionist at any time during the interaction. Handles standard booking and cancellation tasks only, no clinical triage or advice.	Privacy Policy Privacy Stance

Patient Consent for AI Scribing Tools

We respect every patient's right to know when AI is being used during their care, and to choose whether they are comfortable with that.

Registration

Our Patient Registration Form includes a consent question regarding the use of AI scribing tools during consultations. Patients are asked to indicate their preference when registering. For existing patients, we have an AI consent form they can sign at reception.

Before Every Consultation

Regardless of the registration form/AI consent form response, the treating GP will verbally confirm consent before using any AI scribing tool at the start of each consultation. This allows patients to:

- Accept AI scribing as a default.
- Decline for a specific consultation without affecting their standing preference.
- Change their mind at any time without explanation.

Patient Right to Decline

Patients have the right to decline the use of AI scribing during their care, at which point the GP will proceed with manual notetaking. A patient's decision to opt out will not affect the quality, availability, or standard of care they receive. Clinic staff must respect this choice and must not pressure, influence, or imply that patients are obligated to consent to the use of AI scribing tools.

AI Incidents & Breach Escalation

If any staff member identifies a potential AI-related data breach, error, or safety concern, the following steps apply:

Step	Action
#1 Stop	Cease use of the affected AI tool immediately if it is safe to do so.
#2 Report	Notify the Practice Manager, IT Team & Business Manager immediately.
#3 Document	Record the incident: what happened, which tool, what data may have been affected, and the time/date. Use the existing practice incident log.
#4 Assess	The Practice Manager and Business Manager will assess whether the incident constitutes a Notifiable Data Breach under the Privacy Act.
#5 Notify	If a Notifiable Data Breach is confirmed, the Office of the Australian Information Commissioner (OAIC) and affected patients will be notified in accordance with legal obligations.

Examples of reportable AI incidents include AI tool generating incorrect or fabricated clinical information that was filed in a patient record; patient data inadvertently entered into an unapproved tool; unexpected access to patient data by a third-party AI system.