

A NOTE FROM YOUR CARE TEAM

We use Ecko Health so we can spend more of your appointment with you.

Ecko Health writes up our clinical notes and paperwork, with your permission, so we are not doing it while you are talking. Your clinician reviews everything before it is saved.

Your information stays in Australia, encrypted, and visible only to your care team. It is never sold.

You can say no, or ask us to switch it off at any time.

Your care will not change.

Ask us for the patient information sheet, or email support@eckohealth.ai. Ecko Health is intended to support, not replace, clinical judgement.

How to explain Ecko Health in twenty seconds

Consent goes best when it is short, matter of fact, and offers a genuine out.

At the start of the session

"Before we start, I use Ecko Health, which helps me write up my notes so I'm not typing while you talk. Everything I write, I check. It stays in your file here and nowhere else. Are you comfortable with that? You can ask me to turn it off at any point."

If they ask "is it recording me?"

"It transcribes our conversation to draft the note, and the transcription goes once the note is written. What stays is the note I've reviewed, the same as I'd have written by hand."

If they say no

"That's completely fine. I'll write my notes the usual way."

What not to say

- Do not say the AI diagnoses, assesses or treats. It supports your clinical judgement and you remain responsible for the record.
- Do not describe Ecko Health as government approved. Ecko for Patients is a TGA registered medical device (ARTG 527352) for sharing resources and information.
- Do not promise a client their data is deleted on a specific timeframe unless your practice has confirmed it. Point them to the patient information sheet instead.

Ready to send

SMS or appointment reminder

Hi [Name], a quick heads up before your appointment: we use a secure assistant called Ecko Health to write up clinical notes, with your permission, so your clinician can focus on you. Happy to explain more, or to switch it off if you'd prefer. [Practice]

Email to existing clients

Subject: A small change to how we take notes

Hi [Name],

From [date] we are using a secure clinical assistant called Ecko Health to help write up notes and paperwork. It means less time spent typing during your appointment and less admin after hours.

Your clinician reviews everything before it goes into your file. Your information is stored in Australia, encrypted, and only your care team can see it. It is never sold or used for advertising.

If you would prefer we did not use it in your sessions, just tell us. Nothing about your care will change.

[Clinician name], [Practice]

Website or intake form paragraph

This practice uses Ecko Health, a secure Australian clinical assistant, to help prepare clinical notes and documentation. Transcribing is only done with your consent, your clinician reviews all notes, your data is stored encrypted in Australia, and you may decline or withdraw consent at any time without affecting your care.