

City Health Information for Patients: Use of AI Scribes and Consent

1. About this information sheet

At City Health, some clinicians use an AI scribe to help prepare clinical notes during a consultation. This information sheet explains what an AI scribe is, how it may be used, how your information is handled, and how we ask for your consent.

An AI scribe is a documentation support tool only. It helps create a draft of the consultation notes, but your clinician reviews and edits the notes and remains fully responsible for your care and medical record.

2. When this applies

This information applies if your clinician would like to use an approved AI scribe during your consultation at City Health.

3. AI scribe tools we may use

City Health only permits approved AI scribe platforms to be used in consultations. These currently include:

- Heidi
- Lyrebird
- Dragon Speak
- VoiceBox

Use of any other AI scribe is not permitted unless formally approved by the Director or Operations Coordinator.

Requests to use alternative products must be submitted with full product details and will be assessed against the City Health AI Scribe Safety Checklist.

4. Roles and Responsibilities

Operations Coordinator

- Maintains the approved AI scribe list
- Assesses and approves or declines new AI scribe requests
- Oversees compliance, audits, and incident management
- Ensures staff are informed of policy requirements

Clinicians

- Obtain and document patient consent before using an AI scribe
- Review, edit, and verify all AI-generated documentation
- Remain fully accountable for clinical records and billing
- Immediately report any concerns, errors, or data breaches

5. How we ask for your consent

We will tell you if your clinician would like to use an AI scribe during your consultation.

Before using it, your clinician will:

- Explain that an AI tool will help draft the consultation notes
- Explain how your information is used and protected
- Ask for your verbal consent before the AI scribe is used
- Record in your clinical notes that you gave consent

If you do not want an AI scribe used, you can say no. Your care will not be affected, and your clinician will document the consultation in the usual way.

6. How your information is handled

Approved AI scribes used at City Health are expected to meet privacy and security requirements. This includes:

- Comply with Australian Privacy Principles
- Have clear data storage and retention policies
- Use encryption for stored and transmitted data
- Clearly disclose whether any data is stored offshore
- Not use identifiable patient data for training without explicit consent

Any suspected privacy or security breach must be reported immediately.

7. Clinical Review and Documentation Standards

- All AI-generated notes must be reviewed before saving
- Errors, omissions, and misinterpretations must be corrected
- Medication names, diagnoses, and key findings must be verified
- AI output must never be accepted blindly
- Billing decisions remain the clinician's responsibility

8. Training and Compliance

- Clinicians must understand how their AI scribe works before using it
- City Health may conduct periodic audits of AI-generated notes
- Non-compliance may result in removal of AI scribe privileges

9. Incident Reporting

Any of the following must be escalated immediately:

- Incorrect documentation with potential patient harm
- Privacy or data breaches
- System malfunctions affecting clinical records

AI Scribe Quick Reference Sheet

Before You Use an AI Scribe

- Is the scribe on the City Health approved list?
- Have you explained the AI scribe to the patient?
- Have you obtained and documented consent?

If the answer to any of these is no, do not use the scribe.

During the Consultation

- Use the scribe only as a documentation aid
- Be mindful of sensitive discussions
- Pause or stop the scribe if needed

After the Consultation

- Review every section of the note
- Correct errors or missing information
- Verify medications, diagnoses, and plans
- Confirm documentation supports billing claims
- Final responsibility remains with you



Using a New AI Scribe?

You must provide the following to the Operations Coordinator/Director:

- Product name and vendor
- How audio and text data are stored
- Where data is stored (Australia or overseas)
- Whether data is used for AI training
- Evidence of healthcare-specific use
- Privacy and security documentation

No approval = no use.

Red Flags – Stop and Escalate

-  Patient refuses consent
-  Data storage is unclear or offshore without safeguards

- ▶ AI output contains repeated inaccuracies
- ▶ You are unsure how the data is used

How We Explain AI Scribe Use and Ask for Consent

Your clinician will usually explain AI scribe use in simple language before starting.

They may say something like:

“I use an AI scribe to help prepare my clinical notes. It listens to our consultation and creates a draft note, but I review and edit everything myself. Your information is handled securely and you can choose not to have it used. Are you happy for me to use it today?”

If you have questions, your clinician can explain:

- Your clinician remains fully responsible for your notes and care
- You can say no and this will not affect the care you receive

If you do not consent:

- Your decision will be respected
- The AI scribe will not be activated
- Your clinician will continue with manual documentation

Documentation Requirement

Consent must be documented in the clinical record for every consultation where an AI scribe is used.

Acceptable documentation examples:

- “Patient verbally consented to use of AI scribe for documentation.”
- “AI scribe used with patient consent.”

If consent is withdrawn mid-consult, stop the scribe immediately and document this.

When NOT to Use an AI Scribe

- Patient declines consent
- Highly sensitive discussions where privacy risk is increased
- If you are unsure where or how data is stored
- If the system is malfunctioning or producing unreliable output

AI Scribe Staff Declaration and Acknowledgement

AI Scribe Use Declaration

I acknowledge and agree that:

1. I have read and understood the City Health AI Scribe Policy and Procedure.
2. I understand that AI scribes are documentation support tools only and do not replace my professional judgement or clinical responsibility.
3. I will only use AI scribes approved by City Health:
 - Heidi
 - Lyrebird
 - Dragon Speak
 - VoiceBox
4. I will not use any unapproved AI scribe without written approval from the Operations Coordinator/Director.
5. I will obtain and document patient consent before using an AI scribe in any consultation.
6. I understand that I am fully responsible for reviewing, editing, and verifying all AI-generated documentation before finalising the clinical record.
7. I accept responsibility for the accuracy of clinical notes, medico-legal documentation, and billing claims associated with consultations where an AI scribe is used.
8. I will immediately report:
 - documentation errors with potential patient harm
 - privacy or data breaches
 - concerns about AI scribe accuracy or security
9. I understand that failure to comply with this policy may result in removal of AI scribe access and further management action.

Clinician Name: _____

Signature: _____

Date: _____

Operations Coordinator/Director Acknowledgement

Reviewed and recorded by:

Name: _____

Signature: _____ Date: _____