



Privacy and Security

We understand that your personal health information is private and must be treated with the utmost care. Our practice adheres to strict privacy protocols to ensure your data is handled securely. All AI tools are used in accordance with Australian privacy legislation and healthcare standards, meaning that patient information is always protected.

Furthermore, any AI tools we use are carefully vetted to ensure they meet rigorous standards for data security. Only authorised personnel have access to these tools, to maintain confidentiality and compliance. At Joseph Banks Medical Centre we utilise both Heidi and Lyrebird which are both considered APP compliant and are committed to the Australian Privacy Principles.

Contact Us



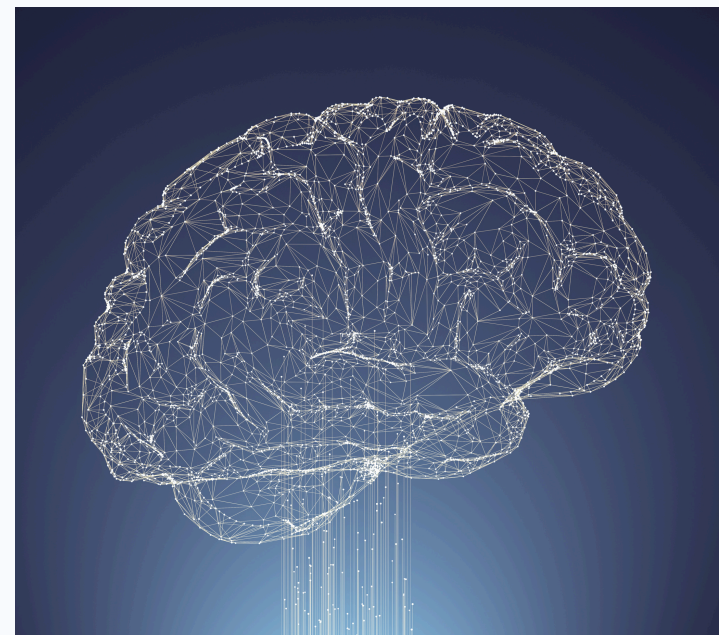
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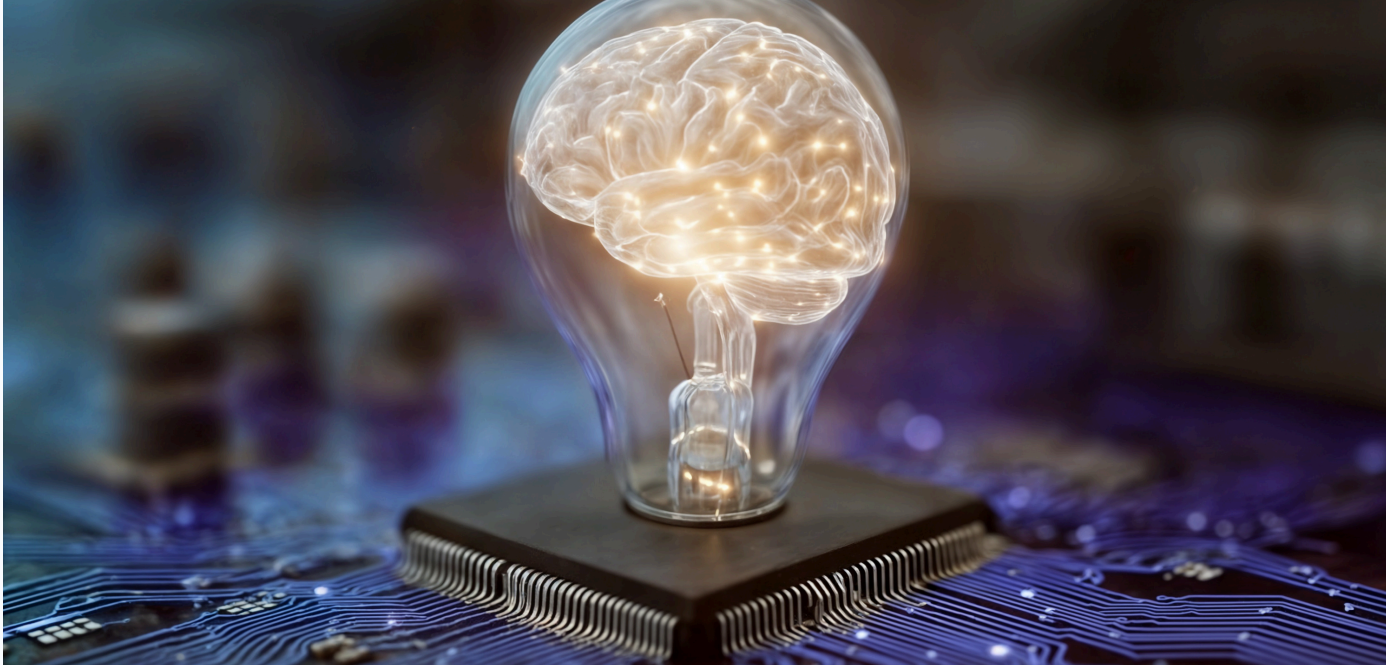


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JOSEPH BANK MEDICAL CENTRE AI POLICY

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Why We Use AI

AI scribe is a powerful tool that can assist the doctors and healthcare team in various ways:

ACCURACY

Conversations are recorded or streamed and a written record is created following the consultation, providing potential for accurate data collection.

EFFICIENCY

Reduction in the need to manually type or outsource transcribing services may result in increased time efficiency and reduction in waiting room time.

PATIENT SATISFACTION

The doctor can spend the consultation focused on the patient, rather than the computer screen and keyboard.

AI Scribe in Consultations

At Joseph Banks Medical Centre, we are dedicated to delivering the highest standard of healthcare to our patients. Part of this commitment involves adopting innovative tools and technology that enhance our ability to provide safe, efficient, and personalised care. To this end, the doctors and nurses may use AI scribes as part of the consultation process.

How We Use AI Responsibly

At Joseph Banks Medical Centre, the doctors retain full oversight and control over all decision-making related to your care. The AI scribe is used as a support tool, designed to complement—not replace—the expertise, experience, and judgement of the medical professionals. When used thoughtfully, AI can allow your medical team to deliver a more thorough and patient-centred experience, helping to ensure that nothing is overlooked.

Consent

Your doctor will ask verbally for your consent before using an AI scribe, which will be documented in your medical record. If you do not wish for your doctor to use an AI scribe, you do not have to consent to its use and your doctor will not activate the AI scribe. This will be documented in your medical record.

