

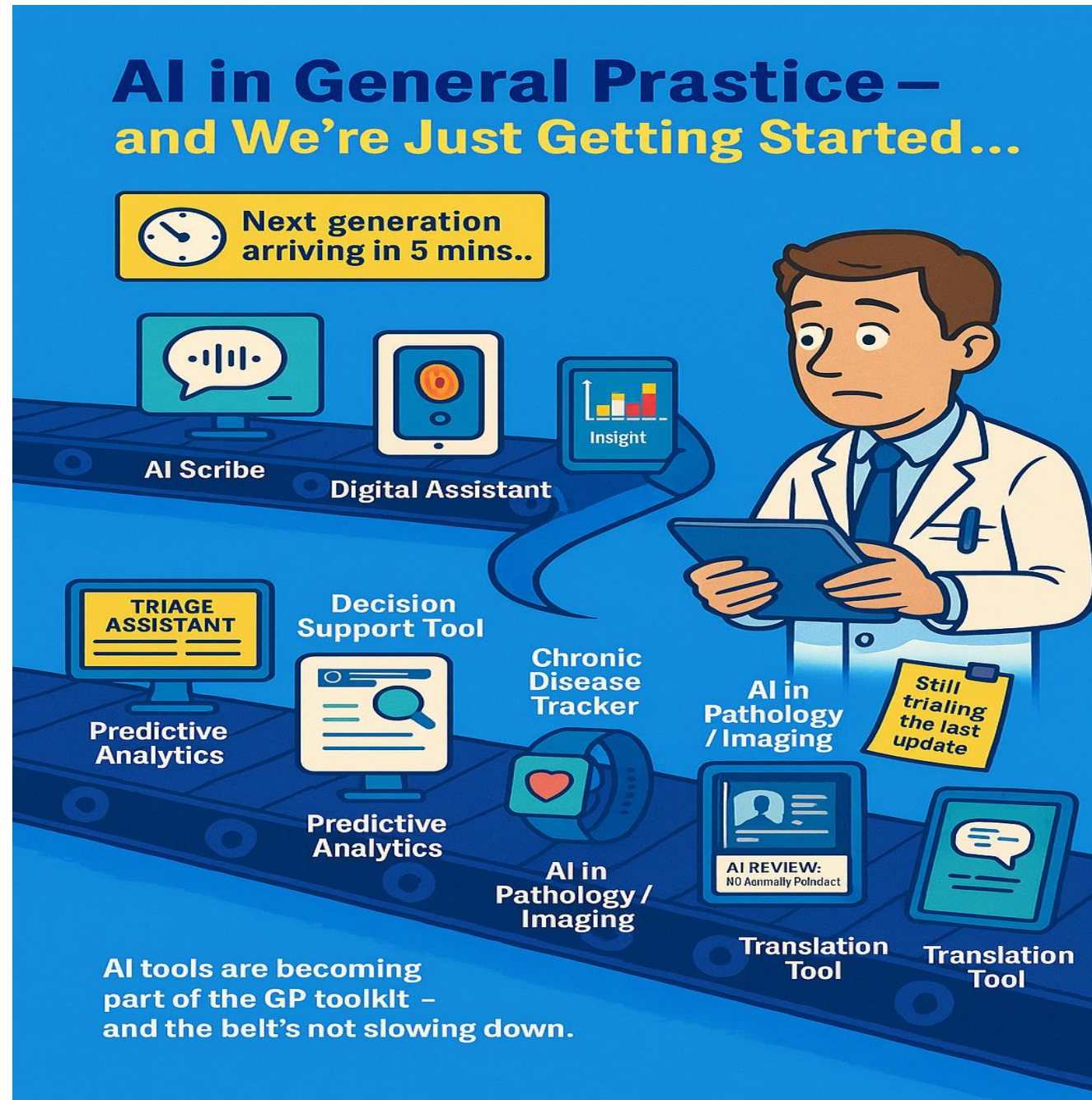


Artificial Intelligence – AI Scribe in General Practice

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AI evolving fast

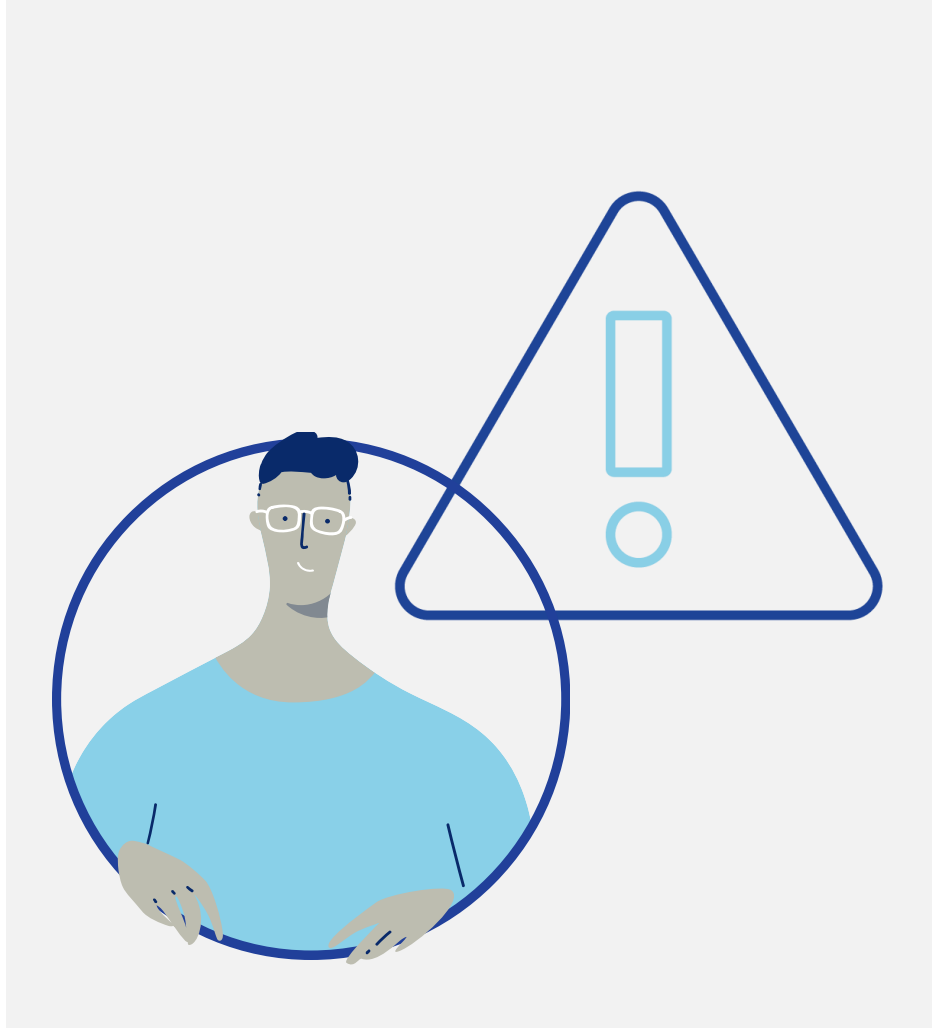


Potential benefits for patients and medical practitioners



- Improved patient communication through increased eye contact with patient
- Better patient understanding when you verbalise what you are doing during the examination so that it is recorded
- More detailed information in the patient record
- Improved decision making related to patient care with accurate, detailed and up-to-date patient records
- Reduced risk of transcription errors

AI potential risks



- Privacy and data security risks
- Errors/inaccuracies leading to patient harm
- Automation bias
- Loss of clinical skills
- Operation of surveillance devices legislation
- Accountability – who is responsible if something goes wrong, and how is liability apportioned

Choosing where to start



- Is it fit for purpose?
- Medical grade?
- Do you understand the product you are using including the terms and conditions?
- Does your workplace approve?
- What is the impact on your indemnity?

[AI scribes - a checklist of things to consider - Avant](#)

Governance



- AI scribe tools are not regulated by the TGA... yet!
- The government is currently considering regulation and legislation associated with the use of AI – **voluntary standards** > sign up for updates
- Risk assessment
- Regularly review tool's performance
- Update privacy and cybersecurity policies and practices
- Train your staff
- Appoint a responsible person

Reference:

[Australia's AI Ethics Principles | Australia's Artificial Intelligence Ethics Principles | Department of Industry Science and Resources](#)
[Voluntary AI Safety Standard | Department of Industry Science and Resources](#)
[Artificial Intelligence in Healthcare | Australian Medical Association](#)
[Guidance on privacy and the use of commercially available AI products | OAIC](#)

Privacy and security

- Investigate the tool's privacy/confidentiality/data storage
- Look for a statement that the tool is compliant with Australian privacy law
- Is data collected or retained by the tool?
- If data is retained:
 - How long is it kept?
 - Is it encrypted?
 - Can you access it?
 - Is it stored on servers within Australia or overseas?
- Update your Privacy Policy



Consent when using AI for documentation

Consent from a privacy perspective to collect and use patient information

Consent to “listen” or record the conversation

Consent to use AI tool

Accuracy



- Always review the record produced to ensure that it is accurate
- Don't delay in reviewing the note!
- The record should include observations and information you would normally include in a written medical record such as:
 - Medical history
 - Examination findings (and observations including incidental information and negative findings)
 - Provisional/differential diagnosis
 - Treatment plan
- If you need to add additional information you can do so after the patient leaves the room.

Inaccuracies



Positive vs negative e.g. asked if there was chest pain. The answer no but was written yes. Or missing the '**not**' as in has epilepsy vs does not have epilepsy

Wrong medication e.g. Olmesartan instead of irbesartan.

Error such as 'Sweatshop' instead of 'Abattoir' for a workplace this week.

One case where AI scribe made up an entire neuro exam even though the Dr didn't actually perform one - Probably based on a statistical prediction given one to two neuro findings the Dr described.

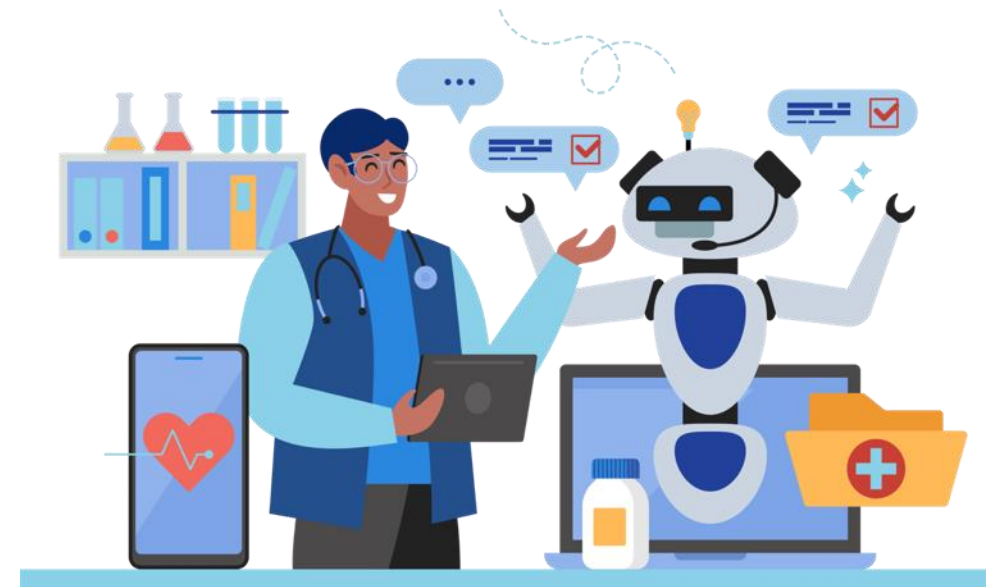
Don't rely on Chat GPT!

- If you use a general purpose AI tool which was not developed for clinical purposes, you are agreeing to the terms of use of that tool – even if you are not paying for it
- Servers which process information for general purpose tools may be located overseas and so will not be covered by Australian Privacy legislation protections
- General purpose tools were not trained to produce clinical output therefore the risks of inaccuracies are higher



How to use AI Scribes in General Practice

- Test your system – practice at home
- Consider fine tuning how you ‘perform’ a consultation
- Ensure you have a central microphone
- A natural verbal consent process
- Practice staff should understand what role AI has
- Include in patient information/registration
- Expect improvement with practice



Prepare for the unexpected



- If you rely on AI tools you need to ensure that you can quickly and safely disengage if an unresolvable problem occurs
- You need to be able to discontinue use if a patient is not willing to consent to use of the AI tool

AI assists, doctors assess



- It is important to remember that AI tools are there to support doctors, not replace them
- Before relying on AI, doctors should have baseline clinical skills to ensure that they are able to evaluate the output of the AI tool

Key Messages

- Don't rush to adopt untested systems – do your due diligence first
- Consent – need to explain the system to patients, and then confirm each time and note in records – to give patients an opportunity to opt out
- Verbal consent is sufficient if noted in the records
- Must review the records produced before they are incorporated into the record
- AI supports you – it doesn't replace you



Important notices

General disclaimer

The case discussed in this article/publication is based on a real case. Certain information has been de-identified to preserve privacy and confidentiality.

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