

Use of AI in the Practice

Policy and Procedure Manual for patients



Some of our doctors use an artificial intelligence scribe called Lyrebird, provided by Lyrebird Health an Australian company based in Vic, Australia.

What is Lyrebird

Lyrebird is an Artificial intelligence scribe. It's designed for clinical environments where Privacy and trust are non-negotiable. Lyrebird prioritises sensitive information handling because clinicians and patients depend on it. Everything in Lyrebird is built with Privacy security and clinical accountability at its core.

Why are we using it

To provide you with the best possible care, some of our clinicians use **Lyrebird Health**, a secure Australian-made AI assistant that helps us take clinical notes during your consultation. Instead of typing while we talk, we can focus entirely on you.

How it works

Lyrebird listens to the conversation in the consult room and creates a draft summary of the medical details. It converts speech to text in real time during the consultation. Once transcription is complete, the audio gets securely destroyed. Transcript is deleted after a day. Lyrebird is developed with ongoing clinical involvement to ensure the product aligns with real-world practice and professional expectations.

Your Doctor is in control

Lyrebird is used as a support tool for better workflow and not to replace the clinician's judgement. Your clinician reviews and edits every note to ensure it is accurate before it is saved to your file.

Your Privacy is protected

Consultations and notes are protected with strong encryption and strict data controls.

- All data is processed and stored securely within Australia.
- All data is handled within Australia and aligned with Australian Privacy Principles. Aligned with APP, HIPAA, and GDPR.
- Consultations and notes are protected with strong encryption and strict data controls.
- No audio recordings are permanently stored; they are deleted immediately after the notes are created.
- The AI is **not** trained on your personal data.

Your consent matters

We inform you about the use of AI through poster in waiting area, a notification outside the consultation room, and then your doctor will ask for your verbal permission to use the AI scribe at the start of your consultation. You can choose to opt out or decline to use AI in consultation at any time without it affecting your care.