

Use of AI Technologies & Transcription Software in Clinical Practice

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1. Purpose

This policy outlines how practitioners at YMU may safely, ethically, and transparently integrate Artificial Intelligence (AI) technologies into their clinical practice — with particular focus on **AI-assisted transcription tools** like **Heidi Health**. These tools can support accurate note-keeping, increase efficiency, and free up time for client-centred care.

Our goal is to ensure that any use of AI reflects YMU's core values: **compassion, confidentiality, clinical excellence, and client dignity**.

2. Scope

This policy applies to all practitioners working at YMU who use AI-powered tools for clinical administration, transcription, or client-related note creation — whether explicitly integrated into practice software (e.g. Heidi Health) or used manually alongside sessions.

3. Definitions

- **Artificial Intelligence (AI):** Computer systems or software designed to replicate human-like reasoning or tasks, including transcription, summarisation, or content generation.
- **AI-assisted transcription:** The use of speech-to-text AI tools to create written records of clinical sessions.
- **Generative AI tools:** Programs like ChatGPT used to help summarise, draft, or refine clinical notes or client resources.

4. Key Principles

4.1 Human Therapist Remains Primary

AI is **never a substitute for therapeutic judgement**. These tools are supportive in nature and cannot make clinical decisions. Practitioners are solely responsible for the content, tone, and appropriateness of any clinical documentation.

4.2 Ethical Alignment

The use of AI must align with:

- The **Australian Psychological Society (APS) Code of Ethics**
- The **Social Work Code of Ethics** (if applicable)
- Relevant Australian privacy legislation (e.g. **Privacy Act 1988**)
- AHPRA's 2024 guidance: [Artificial Intelligence in Healthcare](#)



5. Informed Consent

If AI-assisted tools are used to support your note-taking or session documentation, clients **must be clearly informed** and given the opportunity to:

- Ask questions
- Provide informed consent
- Decline the use of AI tools without consequence to their care

This includes transcription tools such as Heidi Health, Otter.ai, or Zoom transcription.

If a client chooses to opt out, this choice must be respected without question. Please document this decision clearly in your notes.

6. Approved Uses of AI Tools at YMU

Practitioners may use AI tools for the following **administrative and clinical support purposes**:

- Transcribing session content using secure and approved tools (e.g. Heidi Health)
- Creating summaries of clinical content for file notes or reports
- Drafting psychoeducational resources or tip sheets
- Supporting memory and reflective practice through secure summarisation tools

All final documentation must be **reviewed and validated by the clinician**. AI should never be the sole source of a client's clinical record.

7. Privacy, Security, and Data Protection

7.1 Tool Selection

Only **secure, reputable platforms** should be used. Tools should be:

- Compliant with Australian data privacy laws
- Preferably hosted in Australia (or with known data sovereignty)
- Transparent about their data handling and retention policies

7.2 Data Handling

- Transcripts must be stored securely, encrypted if possible
- Notes should be reviewed and edited before being saved in the client record
- Any temporary files generated by AI tools should be deleted once the note is finalized

7.3 Access Control

Only authorised practitioners and administrative staff may access session transcripts or AI-generated content.

8. Bias Awareness and Clinical Accuracy

AI models may replicate **biases** or produce **generalised summaries** that don't reflect the nuance of therapy. Practitioners must:

- **Carefully review** AI-generated content for tone, meaning, and relevance
- Avoid over-relying on AI phrases that may **miss the emotional experience** of the client
- Be sensitive to cultural, gender, neurodiverse or trauma-related misrepresentations

When in doubt, the clinician's judgement prevails.



9. Risk Management and Contingency Planning

YMU acknowledges that AI systems may:

- Transcribe incorrectly or out of context
- Misinterpret emotion or therapeutic nuance
- Be subject to data breaches or outages

In such cases:

- Errors must be corrected immediately
- Backup notes should be taken if AI tools are not functioning
- Any critical incidents (e.g. privacy breaches) must be reported to the Clinical Director

10. Professional Development and Support

YMU encourages all practitioners to:

- Stay updated with current AI capabilities and ethical concerns
- Seek supervision or support when exploring new tools
- Approach the Clinical Director if they are uncertain about a tool's appropriateness or safety

YMU may offer informal training or peer sessions as AI evolves.

11. Documentation and Record Keeping

Any content generated or supported by AI (e.g. transcribed notes, AI-generated summaries) must:

- Be reviewed and verified by the practitioner
- Accurately reflect the session content and therapeutic process
- Be stored in the client's secure file

12. Review and Updates

This policy will be reviewed annually, or earlier if:

- Significant AI technology changes occur
- Legal or ethical guidance changes
- YMU identifies new opportunities or risks

13. Breach of Policy

If AI is used in a way that is inconsistent with this policy — particularly if it compromises **client safety, trust, or privacy** — the matter will be reviewed and may involve additional training or accountability measures.

14. Acknowledgement

All practitioners are expected to familiarise themselves with this policy and to uphold the following principles in their use of AI tools:

- **Understand** and stay informed about YMU's position on the ethical use of AI in clinical practice
- **Seek informed consent** from clients before using transcription or generative AI tools in session-related tasks
- **Use AI tools responsibly and reflectively**, ensuring their practice aligns with relevant privacy laws, clinical standards, and the values of YMU