

Alice Street General Practice

General AI Use Policy

Effective date	31 July 2026
Review date	31 January 2027 (6-monthly review)
Policy owner	Practice Manager and Practice Owner (Nyrie) — shared responsibility
Applies to	All practice staff, including GPs, for non-clinical AI use

1. Purpose

This policy sets out how AI tools may be used for general administrative work at Alice Street General Practice — drafting, summarising, brainstorming, and meeting support. It exists to prevent "Shadow AI" (unapproved, unmanaged AI use) from putting practice or patient information outside the practice's control, following advice from our IT provider, ITMW.

2. Scope

- This policy covers general-purpose AI tools used for administrative and business tasks — email drafting, document summarising, brainstorming, and meeting notes.
- It does not cover AI medical scribes used during patient consultations — those are governed by the separate AI Scribe Policy.
- It applies to every staff member and GP at the practice.

3. Approved AI Tools

- Claude, for staff who prefer it — but only via a paid business/team account set up and managed by the practice. Personal or free Claude accounts must not be used for any work-related task, for the same reason free ChatGPT-style accounts are not permitted.
- Any other AI tool must be vetted and approved by the Practice Manager or Nyrie before use, following the same principles applied to AI scribes: Australian data handling, no on-selling or training on our data, encryption, and a clear breach process.
- Free or personal AI accounts of any kind (ChatGPT, Gemini, personal Claude, or similar) must not be used for work-related tasks under any circumstances.

4. Patient and Client Information

- Patient-identifiable information may only be entered into Copilot (or another approved tool) when Enterprise Data Protection is confirmed active, per Section 4.
- Health information is treated as sensitive information under the Privacy Act 1988 and warrants extra care — when in doubt, leave identifying details out or use the patient's initials only.
- This is separate from, and does not replace, the consent and review requirements in the AI Scribe Policy for anything used during a consultation.

5. Golden Rules for Safe Use

- Never trust AI output blindly — always fact-check and verify before relying on it or sending it externally.
- AI is an assistant, not an author — use it to get started, edit, or brainstorm, not to produce final content unchecked.
- Basic Copilot Chat can only read files you manually upload — it does not access shared drives, inboxes, or records on its own unless the practice specifically sets this up and approves it.
- Never use a personal AI account for work tasks — those conversations are not covered by any enterprise protection and are, in effect, public.

6. AI Meeting Assistants

- Tools such as Otter.ai, Fireflies.ai, Fathom, and Read.ai are not approved for general use. Any use requires case-by-case approval from the Practice Manager or Nyrie in advance.
- Every attendee in a meeting must be told and must consent before an AI meeting assistant is allowed to join — treat it as you would an unfamiliar person sitting in and taking notes.
- If an unfamiliar AI bot joins a meeting unannounced, pause and confirm everyone is comfortable with it before continuing.
- AI meeting assistants must never be used in or near patient consultations — that is covered exclusively by the AI Scribe Policy and its consent requirements.
- If a meeting will include customer, financial, HR, legal, or other confidential information, an AI meeting assistant should only be used if it has been vetted against the same criteria as Section 3.

8. Shadow AI Review

ITMW will periodically provide a Shadow AI report identifying AI tools already in use across the practice that have not been formally approved. The Practice Manager will review this report and, together with Nyrie, decide whether to discontinue each tool or bring it into this policy as an approved, correctly configured option.

9. Future AI Tools — Not Yet Approved

ITMW has also outlined a broader roadmap of Microsoft AI tools (Agent Builder, Copilot Studio, Copilot Cowork, and Microsoft Scout) that go beyond simple chat and can automate multi-step tasks or work in the background. None of these are approved for use at this time. Any interest in adopting them should go to the Practice Manager and Nyrie for a proper vetting and decision before anyone begins using them.

10. Incident Reporting

Any suspected data exposure, privacy concern, or misuse of an AI tool must be reported to the Practice Manager as soon as practicable. The Practice Manager and Nyrie will jointly determine any follow-up action required, including notifying ITMW, the vendor, or affected patients if necessary.

11. Responsibilities

- Practice Manager & Nyrie (shared): approving AI tools, reviewing the Shadow AI report, monitoring compliance, and receiving incident reports.
- All staff: using only approved tools with the correct account and protection settings, never entering patient information without confirming Enterprise Data Protection, and reporting concerns promptly.

12. Policy Review

This policy will be reviewed every 6 months alongside the AI Scribe Policy, or sooner if ITMW, Microsoft, or another vendor materially changes how an approved tool handles data, or following any incident.