



Dee Wardrop Speech Pathology Pty Ltd

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## AI POLICY - CLIENTS

At DWSP we're always looking for ways to enhance the services we provide and make your experience as seamless and effective as possible. That's why we're incorporating advanced artificial intelligence (AI) technology into some aspects of our work. These tools help us save time, personalize support, and continuously improve how we care for you.

### How We Use AI

We use AI to support, not replace, the expertise and care of our clinicians. These tools assist in creating therapy plans, resources, and documentation, but every AI-generated output is thoroughly checked by a qualified clinician to ensure it's clinically appropriate, evidence-based, and tailored to your unique needs.

**Here are some examples of how AI supports us:**

- **Session and clinical notes:** AI helps transcribe notes to reduce administrative time, so clinicians can focus more on your care.
- **Analysing progress data:** AI identifies trends or patterns in your therapy journey to inform adjustments that keep you moving toward your goals.
- **Suggesting or creating therapy resources:** AI provides recommendations for exercises and materials, which are then reviewed and selected by your clinician to suit your specific needs.
- **Streamlining workflows:** AI automates tasks like scheduling and reminders, making your experience with us smoother and more efficient.

### Why We Use AI

1. **To Work Smarter:** Automating repetitive tasks means our clinicians can dedicate more time to creating personalized, hands-on care for you.
2. **To Personalize Support:** AI helps us tailor our services more precisely to your needs, ensuring the best outcomes possible.
3. **To Keep Improving:** AI tools learn and adapt, helping us refine and enhance our services over time.

4. **To Capture Important Details:** AI enables clinicians to transcribe notes quickly and efficiently at the end of a session, while the details are fresh in their minds. This ensures accurate, high-quality records that support your therapy journey.

## Your Benefits

- **More Time for You:** With routine tasks taken care of, your clinician has more time to focus on what matters most—your care.
- **Enhanced Outcomes:** AI tools provide valuable insights, helping clinicians make informed decisions that lead to better results.
- **Convenience:** AI helps streamline scheduling, reminders, and access to resources, making your experience with us easier and more flexible.

## Your Privacy and Security

Your trust is our priority. Any AI tools we use meet the highest standards of privacy and security. All client data processed by AI is anonymized wherever possible and handled in line with strict confidentiality guidelines. If we partner with third-party AI providers, they are vetted to ensure they meet our privacy standards.

## Human Oversight

While AI helps us work smarter, rest assured that it doesn't replace the care of a qualified clinician. All therapy plans, resources, and documentation generated with AI are carefully reviewed to ensure they align with clinical best practices and are tailored to your specific goals.

## Your Choice: Opting Out of AI

We want you to feel comfortable and informed. If you would prefer not to have AI involved in your therapy journey, you can opt out of any AI-assisted processes at any time. Just let us know, and we'll adjust our approach to meet your preferences.

## We're Here to Help

We believe AI is a powerful tool to enhance the care and services we provide, but it's only one part of the personalized, evidence-based approach we bring to every client. If you have any questions about how we use AI or how it fits into your care, please speak to your clinician or one of our friendly admin team.