mindhealth

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AI Scribe — Client Information

Plain-Language Information Sheet

Your psychologist may ask whether you are happy for them to use an "AI scribe" during your sessions. This sheet explains what that is, so you can decide without feeling rushed. There is nothing you need to fill in here — the consent form is separate.

WHAT IS AN AI SCRIBE?

It is software that listens to a session and drafts the clinical note. Psychologists have always written notes after each session. The scribe does the first draft so that more of the session can be spent with you rather than on paperwork.

It does not make decisions about your care, it does not diagnose, and it does not replace your psychologist's judgement.

WHAT IT DOES NOT DO

- It does not produce a word-for-word transcript that sits in your file. It writes a summary.
- It is not listening when the session is not running.
- Your information is not used to train AI models.
- It is not shared with anyone who would not otherwise have access to your clinical notes.

WHO CHECKS THE NOTE?

Your psychologist does — every time. AI tools sometimes get things wrong, and occasionally include something that was not said. Your psychologist reads the draft, corrects it, and is professionally responsible for the final note, exactly as they always have been.

WHAT IF SOMEONE ELSE IS IN THE SESSION?

Everyone in the room needs to agree — a partner in couples work, a parent, an interpreter, a support worker. If any one person would rather not, the tool is not used. Nobody has to explain why.

We do not use AI scribes in group sessions.

CAN I SAY NO?

Yes, and it will make no difference to your care. You can also say yes now and change your mind later, including in the middle of a session. Just say so — your psychologist will turn it off and go back to writing notes by hand.

You can also ask for it to be paused for part of a session if there is something you would rather was not captured.

WHAT IF I HAVE QUESTIONS?

Ask your psychologist — that is the easiest place to start. You can also contact our Practice Manager on 1300 084 200 or info@mindhealth.com.au.

If you are not satisfied with how we have handled your information you can contact the Office of the Australian Information Commissioner at oaic.gov.au, or the NSW Information and Privacy Commission at ipc.nsw.gov.au.

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