

Remede Wellness Medicine: Artificial Intelligence (AI) Use Policy

1. Purpose

Remede is committed to providing safe, ethical, and high-quality healthcare. We may use artificial intelligence supported tools to assist with administrative, clinical, and operational functions. This policy explains how AI may be used and the safeguards in place to protect patient care, privacy, and professional standards.

2. How We Use AI

AI tools may be used to support, but not replace, clinical judgment or human decision-making. Examples of permitted uses include:

- Administrative support (e.g. appointment reminders, workflow optimisation)
- Clinical documentation support (e.g. drafting notes or summaries under clinician supervision)
- Data analysis to support population health insights or service improvement
- Patient communication support tools

All AI outputs are reviewed by appropriately qualified staff before being relied upon.

3. Clinical Decision-Making

AI tools do not diagnose, prescribe, or make treatment decisions independently. All clinical decisions are made by registered health practitioners in accordance with AHPRA standards, clinical guidelines, and professional judgment.

AI outputs are treated as supporting information only, not definitive advice.

4. Patient Safety & Quality

We prioritise patient safety and quality of care. AI tools used within our practices are:

- Selected for reliability, security, and clinical relevance
- Used within defined clinical and operational boundaries
- Regularly reviewed for accuracy, appropriateness, and performance

5. Privacy & Data Protection

Patient information is handled in accordance with the Privacy Act 1988, which sets out the requirements for collecting, storing, using and disclosing personal information, as outlined in our Privacy Policy.

We do not knowingly use AI tools that store, reuse, or train models on identifiable patient data without appropriate safeguards.

Where AI tools are used, reasonable steps are taken to ensure data security, confidentiality, and lawful handling. AI tools used are based in Australia. Audio files are not stored on any servers.

6. Transparency

Where appropriate, we may inform patients when AI-supported tools are used as part of their care or administrative experience. Patients are encouraged to ask questions about how their information is used.

7. Human Oversight & Accountability

All AI-supported activities are overseen by trained staff.

Responsibility for care remains with Azure Medical and the treating clinician.

AI tools do not replace professional accountability.

8. Continuous Review

This policy and our use of AI technologies are reviewed periodically to ensure alignment with:

- Regulatory guidance
- Professional standards
- Ethical best practice
- Technological developments

9. Questions or Concerns

If you have any questions about our use of AI, please contact us via the contact page on our website.