

Artificial Intelligence (AI) Policy

Purpose

The use of Artificial Intelligence (AI) tools in business and within healthcare companies is to supplement professional judgement, not replace it.

This policy is to confirm that all team members (employed, associates, contractors, volunteers, interns or third party partners) and those involved with the company and its clients, remain accountable for the content and accuracy of any notes, letters and reports produced with AI assistance.

This policy applies to everyone mentioned above using company or personal devices for work purposes.

Healthywork Ltd has a positive and embracing approach to the use of AI tools in assisting with the tasks of asking questions, researching and running queries using AI platforms, along with the Ambient Scribing Tools for the dictation of notes, letters and minutes of meetings.

Acceptable Uses of AI

Healthywork Ltd encourages its team members to use platforms like ChatGPT, CoPilot and Perplexity in helping them to write professional clinical reports but it must be carried out within these parameters:

- To improve the grammar, clarity and structure of sentences/paragraphs written by the therapist / clinician.
- The input of information into the AI platform is always anonymised.
- To create or improve outline structures for initial assessments, progress reports, goal review templates.

Unacceptable Uses of AI

Healthywork Ltd does not permit the use of uploading any documents or reports to any AI tool or AI platform that has personal information within the context of the document.

- This can relate to any identifiable personal details about an individual, to include:
 - The individual's medical information.
 - The names of clinicians, support workers, MDT members, GP's and other stakeholders working with Healthywork Ltd and the client.
 - The mention of any identifiable family or friends related to the client.
- Company prohibits asking an AI tool to 'diagnose' or make treatment decisions based on a case description.
- Company prohibits using AI outputs as evidence-based guidelines without fact checking from a reliable clinical/medical source.

Ambient Scribing Tools

Ambient scribing tools when combined with generative Artificial Intelligence (AI), can convert speech directly into structured medical documentation, such as notes and minutes of meetings. These tools are sometimes referred to as ambient scribes or AI scribes and include Ambient Voice Technologies (AVTs) used for clinical or patient documentation and workflow support. Many of which have been adopted for use by NHS England.

NHS England backs the use of Heidi Health in assisting clinicians and doctors with their AI scribing. The NHS lists 19 suppliers in meeting their stringent criteria for the use of (AVT) registry, the list can be found at this link: <https://transform.england.nhs.uk/digitise-connect-transform/digitising-the-frontline/ambient-voice-technology-self-certified-supplier-registry/>

Quality checking will be carried out, ensuring that all AI generated content in initial assessment reports and therapy visit summaries are checked, corrected where necessary and signed off by the director of the company.

Heidi Health AI

Healthywork Ltd is required to record accurate data about all patient interactions. To assist with this administrative task, the practice is using a new technology known as Heidi Health.

The primary purposes include improving clinical documentation, aiding healthcare professionals in notetaking and generating summaries. Heidi technology enables clinicians to focus on patients during the consultation, contributing to improved patient care. It acts as a valuable tool for healthcare professionals, saving them hours of administrative time per week.

Heidi works by transcribing speech into text from a healthcare encounter such as conversations between clinicians and clients or during meetings with other MDT members. This system is designed to alleviate the administrative burden on healthcare professionals, allowing them to focus more on patient care rather than paperwork. The Heidi Scribe will leverage natural language processing (NLP), speech recognition technology and machine learning algorithms to understand and interpret complex medical dialogue.

Your consent will be sought for consultations/meetings that are transcribed using the Heidi AI tool. Heidi also uses aggregated de-identified information from these consults to improve its models and outputs, ultimately improving both client care and clinician experience.

All Data that identifies you stays within the healthcare company and its servers which are UK based, no identifiable data is used by the Heidi tool for machine learning.

Heidi AI will not make decisions about your care, it only transcribes verbal interactions with your consent.

For more information about Heidi visit the website here: <https://www.heidihealth.com/uk>

Data Protection and Confidentiality

All AI tools and platforms used by Healthywork Ltd must comply with UK GDPR data protection and professional codes of conduct. For example, Heidi Health meets the verified requirements of the NHS' AVT registry. See list of approved AI suppliers above.

It is a requirement that no identifiable details about a client or team member are entered into any AI tool or platform, that anonymisation is always adhered to. For example, removing names, dates of birth, addresses and any unique identifiers.

Consent

The use of AI tools like Healthywork Ltd for research and Heidi Health for the scribing of notes and meeting minutes, is clearly mentioned and added to our consent forms and terms and conditions. The client will be asked to read the consent form, with a discussion explaining clearly what the AI tool is used for and how it enables Healthywork Ltd to be more productive and efficient with the services provided.

Any changes in relation to AI applications being used within the company, will require an updated consent sending out to current clients, making them aware of the changes.

Security

Team members must not connect AI tools to their emails, patient record management systems without explicit authorisation.

Requirements for using strong passwords, two-factor authentication and company logins for AI platforms are essential. It is important to update and change your passwords regularly for security reasons.

Human Review and Accountability

It is imperative that:

- All AI-assisted text must be reviewed, edited and approved by the responsible therapist / clinician before being shared or filed.
- The therapist / clinician is responsible for ensuring accuracy, clinical reasoning, risk considerations and tone.
- AI outputs must never be pasted directly into reports without reading and checking them first.
- The therapist / clinician remains fully liable for any errors, misinterpretations or omissions, even if AI was involved.

Record Keeping and Transparency

To manage clinical risk and medico-legal exposure, in using AI tools:

- Clinicians should be prepared to explain, if required (e.g. in a complaint or court report), that AI was used only for language support, not clinical decision-making.
- Where appropriate, internal documentation may note that a tool was used for drafting / grammar support, but clinical content remains the therapist's own.

Training, Governance and Incident Reporting

Team members can be provided with training on how to use the list of approved AI platforms and Ambient Voice Technologies (AVTs) e.g. Heidi Health.

Any suspected breach of confidentiality, inaccurate AI-generated content that leads to risk, or misuse of AI must be reported immediately to Alison Biggs, Director, through the existing incident reporting process.

Policy Review

The policy will be reviewed at least annually, or sooner if there are regulatory or technological changes.

The review will incorporate new AI risks, regulatory changes, and lessons learned from any incidents.

This policy applies to the following people in our company	Associate Therapists / Admin team members / other stakeholders
Policy Written by	Alison Biggs, Director
Date Policy written	26/08/2026
Due for Review	26/08/2027
Who has or can give authority to change policy	Alison Biggs, Director
Where is this policy kept	On the company's shared drive.

Date	Reviewer	Version	Date for Next Review	Date of recirculation