AI Based Record Keeping and Note Taking

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Introduction

Artificial Intelligence (AI) tools can support a wide range of clinical and administrative tasks, improving care delivery, efficiency, and record accuracy. AI systems have been used in healthcare for some time, including transcription tools that generate clinical documentation. Like all technological innovations, AI offers significant benefits but introduces new and evolving risks. Rapid adoption can outpace evidence of safety, quality, and efficacy. Veterinarians must therefore apply professional judgment and maintain accountability for all clinical information created or supported by AI tools.

The *Veterinary Practice Regulation 2013* (Regulation) (Schedule 2, cl 15) requires that a detailed, legible record of consultations and treatments be made as soon as practicable, in sufficient detail to enable another veterinarian to continue treatment, and retained for at least 3 years.

Purpose

The purpose of this guideline is to define the requirements, responsibilities, and limitations relating to the use of AI-assisted record keeping and note taking as part of veterinary services, and to ensure alignment with the *Veterinary Practice Act 2003* (NSW), the *Veterinary Practice Regulation 2013* (NSW), and other applicable legislation.

Policy

1. Veterinarians remain legally accountable for all AI-assisted or generated content.
2. AI must not perform or replace restricted acts of veterinary science (s 9).
3. All AI-generated records must be verified for accuracy and relevance.
4. Client and patient data must be securely stored and handled per the *Privacy Act 1988* (Cth) if it applies to the organisation.
5. Veterinarians must inform the client when AI is used and obtain consent.
6. Veterinarians using AI need to understand enough about the AI tool to use it safely including intended use, limitations and contexts where it should not be used.

Application of the Code

1. Veterinarians must carry out professional procedures to that standard expected by other veterinary practitioners, users of veterinary services and the public (cl 1(b)).
    a. Consent should be obtained from the client and any other person involved in the consultation prior to utilising any AI record keeping or transcribing tool. The veterinarian should clearly state the purpose for the recording.
    b. Records should be complete and accurate, should be manually checked for inconsistencies and completeness and human judgement applied to any output of AI.
2. A veterinary practitioner must, where is it practicable to do so, obtain informed consent of the person responsible for the care of the animal before providing veterinary services to the animal (cl 7):
    a. An AI record keeping or transcribing tool may be used to record client consent before providing veterinary services to animals.
3. If the records of an animal previously treated are requested by another veterinarian, then copies or originals of all relevant case histories are to be provided directly to the veterinary practitioner who has taken over the care of the animal (cl 10):
    a. The AI generated record should be clearly identifiable and labelled.
4. A veterinary practitioner must maintain confidentiality of information obtained in the course of professional practice (cl 12).
    a. Veterinarians utilising AI for record keeping must take reasonable precautions to protect client privacy and right to confidentiality.
    b. The veterinarian needs to be aware of where the data from AI generated notetaking is located by checking that data is collected, stored, used and disclosed in accordance with legal requirements and whether it complies with the *Privacy Act 1988* (Cth) in particular, if applicable.
    c. The veterinarian should also be aware of whether the data generated by the AI tool used/recorded is also used to train the AI model for future patients, and whether identifiable patient data then finds its way into that learning database.
5. The veterinary practitioner must ensure that all persons assisting in the provision of veterinary services to animals in their care have the requisite training in and/or knowledge about the specific AI tool being utilised including how to use it safely, intended use, limitation and contexts where it should not be used (cl 13).
6. A veterinary practitioner who attends on any animal within an animal sporting industry must maintain knowledge of and obey any code or rules of that governing sporting organisation as they relate to the use of AI in record keeping or note taking, privacy and storage of data (cl 14).

7. Veterinarians utilising AI based note taking or record keeping technology must ensure a detailed record of the consultation or treatment is made as soon as practicable, that it is legible (written), in sufficient detail to enable another veterinarian to continue treatment of the animal and is retained for at least 3 years). If the record is altered, the alteration must be clearly identified in the record as such (cl 15).

Monitoring

1. The Board may audit AI-assisted records for compliance.
2. The Hospital Inspector may review AI-assisted records when conducting inspections.
3. Veterinary hospitals should establish policies and oversight frameworks for responsible AI use particularly in the context of privacy and data security.
4. Veterinarians utilising AI tools to make or keep records should monitor the evolving legal and regulatory environment as this is rapidly changing.
4. The Board will liaise with other regulators and boards to maintain consistent national standards.

Conflict of Interest

Members of the Board must comply with the Code of Conduct for Board Members in relation to decisions regarding this guideline.

Review

This guideline shall be reviewed annually or as required to ensure that it remains in line with current standards of practice, appropriate to the operations of the Board, aligned with the Veterinary Practice Act 2003, Veterinary Practice Regulation 2013, and best practice in AI safety and governance.

References

1. *Veterinary Practice Act 2003* (NSW)
2. *Veterinary Practice Regulation 2013* (NSW) – Schedule 2: Veterinary Practitioners Code of Professional Conduct
3. AI Clinical Use Guide – Guidance for Clinicians. ACSQHC, Version 1.0, August 2025
4. *Privacy Act 1988* (Cth) – Australian Privacy Principles (APPs)
5. *Therapeutic Goods Act 1989* (Cth) and *Therapeutic Goods (Medical Devices) Regulations 2002* (Cth)
6. Australian Digital Health Agency – National AI and Digital Health Frameworks and Standards (2024)
7. *Surveillance Devices Act 2007* (NSW)