



VETERINARY PRACTITIONERS BOARD
AUSTRALIAN CAPITAL TERRITORY

Artificial Intelligence (AI) Based Record Keeping and Note Taking

Content	Veterinary Practitioners Board – AI-Based Record Keeping and Note Taking	Date
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1.0 Purpose

The purpose of this document is to provide general guidelines on the requirements, responsibilities and limitations relating to the use of Artificial Intelligence (AI) assisted record keeping and clinical note taking in veterinary practice in the ACT. This policy is limited to AI-assisted transcription, record keeping and clinical note taking. It does not provide guidance or approval for the use of AI to make, recommend or materially influence diagnostic or treatment decisions. Any future expansion of the scope of this policy will be subject to further guidance or approval by the ACT Veterinary Practitioners Board.

2.0 Introduction/Context

AI tools can support a wide range of clinical and administrative tasks, including transcription and generation of clinical records. These tools can improve efficiency, accuracy, and workflow.

However, they also introduce new and evolving risks in relation to safety, quality and reliability, particularly where the use of these tools is not balanced with appropriate review to ensure accuracy.

Veterinary practitioners must always apply professional judgement and remain accountable for all clinical information created or supported by AI tools.

Veterinary records must comply with all relevant ACT legislation and standards, including the requirement that records are created as soon as practicable, are accurate and sufficiently detailed, and enable continuity of care.

2.1 Veterinary Practice Act 2018

Reference	Description
42 (1)	The board must establish a code of conduct for veterinary practitioners (a <i>veterinary practitioners code of professional conduct</i>) setting out the standards of conduct for veterinary practitioners carrying on the practice of veterinary science.

2.2 Veterinary Practitioners Code of Professional Conduct

Reference	Description
Records	1. A veterinary practitioner must ensure that a detailed record of any consultation, procedure or treatment is made as soon as is practicable. 2. The record: a. must be legible and in sufficient detail to enable another veterinary practitioner to continue the treatment of the animal; and b. must include the results of any diagnostic tests, analysis and treatments. 3. If a record is altered, the alteration must be clearly identified in the record as such. 4. A veterinary practitioner must ensure that all records of any consultation, procedure or treatment are retained for at least 4 years after they are made.

3.0 Application of the Veterinary Practitioners Code of Professional Conduct

The use of AI-assisted record keeping does not alter, replace or reduce a veterinary practitioner's existing obligations under the Veterinary Practitioners Code of Professional Conduct. In particular, practitioners remain responsible for ensuring that veterinary records are made as soon as practicable, are legible and sufficiently detailed to enable continuity of care, are retained and destroyed in accordance with legislative requirements, and that any alteration to a record is clearly identified. The

requirements below apply those existing professional obligations to the use of AI-assisted record keeping and note taking.

A veterinary practitioner must carry out professional procedures to the standard expected by other veterinary practitioners, users of veterinary services, and the public.

- a) Consent must be obtained from the client, and any other person involved in the consultation, prior to utilising any AI record keeping or transcription tool. The practitioner should be able to provide the client, if requested, with relevant information such as whether any audio recording will be retained or destroyed once a transcript is generated.
- b) Records must be complete, accurate, and manually reviewed. Human judgement must be applied to all AI-generated outputs.

A veterinary practitioner must, where practicable, obtain informed consent from the person responsible for the care of the animal before providing veterinary services.

- a) AI tools may be used to document client consent where appropriate.

A veterinary practitioner must maintain confidentiality of information obtained during professional practice.

- a) Reasonable precautions must be taken to protect client privacy and confidentiality when using AI tools, consistent with obligations under applicable privacy legislation and standards.
- b) Practitioners must be aware of where data is stored, processed, and disclosed, including whether data is stored overseas.
- c) Practitioners must understand whether data is used for training AI systems and the associated risks of re-identification. This information may also be relevant for the purposes of obtaining informed consent from clients prior to using AI tools.

A veterinary practitioner must ensure that all persons assisting in the provision of veterinary services have appropriate training and knowledge.

- a) Staff must be trained in the safe and appropriate use of AI tools, including limitations and risks.

Where applicable, veterinary practitioners must comply with any relevant industry codes or rules relating to the use of AI in record keeping, privacy, and data storage.

- a) Veterinary practitioners utilising AI-based note taking or record keeping must ensure that:
 - i. A detailed record of the consultation or treatment is made as soon as practicable.
 - ii. The record is legible and of sufficient detail to enable another practitioner to continue treatment.
 - iii. Records are retained (and destroyed) in accordance with legislative requirements.
 - iv. Any alteration to the record is clearly identified.

Practitioners must remain alert to risks including:

- Inaccurate or incomplete outputs
- Misinterpretation of clinical discussions
- Bias in AI systems
- Automation bias (over-reliance on AI outputs)

Records generated using AI must meet the same standards as those created without AI assistance.

It is the practitioner's responsibility to ensure all clinical notes are a true representation of the consultation and are free of error. This forms part of the professional conduct of a registered practitioner and the misuse of AI will not be tolerated by the Board.

4.0 Monitoring

- The Board may audit AI-assisted records for compliance.
- Inspectors may review AI-assisted records during inspections.
- Veterinary practices using AI-assisted record keeping are encouraged to establish documented internal policies and governance arrangements for responsible AI use, including approved tools, roles and responsibilities, staff training, privacy and data handling, and processes for review and oversight.
- Practices should have a process for identifying, documenting and escalating AI-related risks, incidents and near misses, including material errors in clinical records, privacy or confidentiality concerns, inappropriate data handling, or repeated failures of an AI tool. Matters should be escalated within the practice and, where required by law or professional obligations, to the relevant regulator or the Board.
- Practices should periodically review AI use, incidents, audit findings, complaints and other relevant information to identify recurrent or systemic issues, assess whether controls remain effective, and implement corrective action where required.
- Veterinary practitioners should monitor the evolving legal and regulatory environment relating to AI.
- The Board may liaise with other regulators to support consistent standards.

5.0 Resources/related policies

[AI Clinical Use Guide – Australian Commission on Safety and Quality in Health Care](#) (Dept. of health, Disability and Aging).

[AI Based Record Keeping and Note Taking](#) (Veterinary Practitioners Board of NSW).