Ocean & Oaktrees
CLINICAL PSYCHOLOGY

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AI-Assisted Clinical Documentation and Recording Policy

Effective date: November 2026
Policy owner: Jennifer Fleming, Clinical Psychologist
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1. Our Commitment to Ethical and Responsible AI Use

At Ocean & Oaktrees Clinical Psychology, we are committed to providing high-quality, evidence-based psychological care while embracing technology that can enhance the therapeutic experience.

We recognise that psychological consultations often involve highly personal and sensitive information. Protecting your privacy, maintaining confidentiality and ensuring the accuracy of your clinical records remain fundamental to our practice.
We use artificial intelligence (AI) technology to assist with clinical documentation, allowing your psychologist to focus more fully on you during sessions while maintaining comprehensive and accurate treatment records.

AI technology is used only as a supplementary documentation tool and does not replace professional clinical judgement, therapeutic decision-making or the psychologist's responsibility for your care.

This policy explains how AI-assisted documentation works, its potential benefits and limitations, how your information is protected, and your rights regarding consent and participation.

2. The Technology We Use

Ocean & Oaktrees Clinical Psychology uses **NovoNote**, an AI-assisted clinical documentation platform developed by NovoPsych.

With your consent, NovoNote processes audio from psychological consultations to produce a written transcript and draft clinical summary.

Your psychologist reviews, edits and approves the generated summary before it is incorporated into your clinical record. NovoNote is used to assist with documentation. It is not used to independently diagnose psychological conditions, make treatment decisions or replace direct clinical assessment. The psychologist remains responsible for the accuracy, appropriateness and professional integrity of all documentation.

3. How AI-Assisted Documentation Works

When you have consented to AI-assisted documentation, the following process may occur:

Step 1: Session audio processing

Audio from your consultation is temporarily processed by NovoNote to generate a written transcript.

Step 2: AI-generated summary

The system analyses the transcript and prepares a draft clinical summary, which may include presenting concerns, therapeutic themes, interventions, observations and agreed treatment plans.

Step 3: Clinical review

Your psychologist reviews the draft for accuracy, relevance and clinical appropriateness.
Any errors, omissions or misinterpretations are corrected before the summary is approved.

Step 4: Clinical record storage
The final, psychologist-approved note may be incorporated into your clinical record, maintained through our practice management system, coreplus.

Step 5: Management of audio and transcripts
NovoNote states that session audio is temporarily cached and deleted after successful transcription.
Transcripts may be retained within NovoNote for a limited period, depending on the system's settings, before being deleted.
Approved clinical notes are retained according to the practice's record-keeping obligations.

4. Why We Use AI-Assisted Documentation
The use of AI-assisted documentation may offer several benefits.

Greater focus during therapy
Reducing the need for extensive manual note-taking allows your psychologist to maintain greater attention and engagement during consultations.

Comprehensive documentation
AI-assisted transcription may help capture important therapeutic themes, discussions and interventions that could otherwise be overlooked during manual note-taking.
Consistency and continuity of care
Structured notes can support continuity between sessions and assist with monitoring treatment goals and progress.

Clinical efficiency
Reducing administrative demands may allow more time for direct clinical care, assessment, treatment planning and professional reflection.

Accurate preparation of reports
Psychologist-reviewed notes can provide a useful reference when preparing clinical correspondence, assessment reports and other documentation required as part of your care.

Opportunities for client reflection
Where appropriate, clients may request access to relevant clinical information to support understanding of their treatment and progress, subject to applicable privacy and professional obligations.

While these benefits are anticipated, AI-assisted documentation does not guarantee greater accuracy or improved therapeutic outcomes.

5. Privacy, Confidentiality and Data Security

Your personal and psychological information is handled in accordance with:

- The *Privacy Act 1988 (Cth)*.
- The Australian Privacy Principles.
- The *Health Practitioner Regulation National Law*, as applied in Western Australia.
- The Psychology Board of Australia's *Code of Conduct for Psychologists*.
- Other applicable privacy, health records and professional obligations.
- The Ocean & Oaktrees Clinical Psychology Privacy Policy.

NovoNote's published privacy and security arrangements
According to NovoPsych:

- Session notes and transcripts are stored on Australian-based servers.
- Audio is temporarily processed and deleted after successful transcription.
- Data is encrypted during transmission and storage.

- Personally identifying information is redacted before processing by underlying AI language models.
- Client information is not used by NovoPsych or its third-party AI model providers to train AI models.
- Access controls and other security measures are used to protect information.

These safeguards are intended to reduce privacy risks. However, as with all electronic systems, no technology can guarantee absolute security.

External processing
NovoNote is an external technology provider. Using the system involves processing consultation information outside the practice's own clinical record system.
We take reasonable steps to assess the privacy and security arrangements of the technology and ensure its use remains consistent with applicable privacy and professional obligations.
Clinical records
The psychologist-approved clinical notes form part of your health record and are managed in accordance with our Privacy Policy and record-retention requirements.

6. Risks and Limitations of AI-Assisted Documentation
Although AI-assisted documentation can provide useful support, it has recognised limitations.

These include:
Inaccurate interpretation
AI may misunderstand spoken information, particularly where language is ambiguous, emotionally complex or context-dependent.

Missing or incomplete information
Important details may be omitted, incorrectly summarised or given inappropriate emphasis.

Clinical nuance
AI may not accurately capture non-verbal communication, emotional context, humour, sarcasm, cultural expressions or the complexity of psychological experiences.

Complex psychological presentations
Particular care is required when documenting experiences involving trauma, dissociation, altered states of awareness, unusual perceptual experiences or other complex clinical presentations.

Technical and privacy risks
Electronic systems may experience transcription errors, technical failures, unauthorised access or other information-security incidents despite reasonable safeguards.

Clinical safeguards
Your psychologist will review and correct AI-generated notes before they become part of your approved clinical record.
Where AI-assisted documentation is considered inappropriate for a particular consultation, the psychologist may elect to use alternative documentation methods.
AI-generated information will not be relied upon as a substitute for independent clinical assessment, formulation or professional judgement.

7. Informed Consent and Client Choice

Participation in AI-assisted recording and documentation is entirely voluntary.

Before NovoNote is used, we will explain:

- The purpose of recording and AI-assisted transcription.
- How session information is processed.

- What information may be temporarily retained.
- How approved notes become part of your clinical record.
- Relevant privacy and security arrangements.
- Potential benefits, limitations and risks.
- Your right to decline or withdraw consent.

We will obtain your explicit, informed consent before recording or transcribing a consultation using NovoNote.
Consent may be documented through a consent form and confirmed verbally where appropriate.

You may decline AI-assisted recording without affecting your access to psychological treatment or the quality of care you receive.

Where consent is not provided, your psychologist will prepare clinical notes using alternative methods.

8. Withdrawal of Consent
You may withdraw consent for AI-assisted documentation at any time.
Withdrawal may be communicated verbally during a consultation or in writing.
If you withdraw consent:

- AI-assisted recording or transcription will cease as soon as reasonably practicable.
- Future consultations will not be recorded using NovoNote unless new consent is obtained.
- Alternative clinical documentation methods will be used.
- Information already incorporated into your clinical record will remain subject to applicable record-retention requirements.
- Requests regarding the deletion of temporary transcripts or other information will be considered in accordance with applicable law, professional obligations and available system functionality.

Withdrawal of consent does not automatically require deletion of clinical records lawfully created before consent was withdrawn.

Your decision will not adversely affect your therapeutic relationship or access to psychological care.

9. Children, Adolescents and Other Participants

Additional considerations apply where consultations involve children, adolescents, family members, partners, support persons or other participants.

Children and adolescents

Consent arrangements will consider the young person's developmental maturity, decision-making capacity, legal authority of parents or guardians and applicable privacy obligations.

Where appropriate, the young person's own views and consent will be sought and respected.

Multiple participants

Where a consultation involves more than one person, the psychologist will explain the proposed recording and documentation process to all participants.
NovoNote will only be used where appropriate consent has been obtained from everyone whose contribution will be recorded.
If a participant does not consent, alternative documentation methods will be used.

Third-party information

Psychological consultations may include discussion of other people who are not present.
We will take reasonable steps to minimise unnecessary collection and disclosure of identifiable third-party information.

10. Access to and Correction of Clinical Notes

You may request access to personal information contained in your clinical record, including notes prepared with AI assistance. Access is subject to applicable privacy legislation and any relevant lawful exceptions.

You may also request correction of information you believe is inaccurate, incomplete, out of date, irrelevant or misleading. Requests will be considered in accordance with the Ocean & Oaktrees Clinical Psychology Privacy Policy.

Where a historical clinical note cannot appropriately be altered, a correction, explanatory statement or addendum may be included in the record.

11. Professional Responsibility and Oversight

The use of AI-assisted documentation does not change your psychologist's professional responsibilities.
Your psychologist remains accountable for:

- Obtaining appropriate informed consent.
- Protecting confidentiality and privacy.
- Reviewing AI-generated content for accuracy.
- Maintaining appropriate clinical records.
- Ensuring documentation reflects their professional assessment and judgement.
- Identifying and managing limitations or errors.
- Using AI only where clinically and ethically appropriate.
- Monitoring the ongoing suitability and security of the technology.

The psychologist may discontinue AI-assisted documentation where its use is considered unsuitable, unsafe or inconsistent with professional obligations.

12. Changes to Technology or Practice

AI technologies and their associated privacy and security arrangements may change over time.

Ocean & Oaktrees Clinical Psychology will periodically review the suitability of NovoNote and any material changes to its functionality, information handling or security arrangements. Where significant changes affect the nature of information collected, how it is processed or the purposes for which it is used, clients will be informed and additional consent obtained where required.

We will not introduce materially different AI processing of identifiable clinical information solely on the basis of previously obtained consent where new informed consent is necessary.

13. Questions, Concerns and Complaints

We encourage you to ask questions about AI-assisted documentation at any time.
If you have concerns about the use of NovoNote, the accuracy of your notes, your consent or the handling of your information, please speak with your psychologist.

You may also contact:
Ocean & Oaktrees Clinical Psychology
Jennifer Fleming | Clinical Psychologist
Email: hello@oocp.com.au
Website: www.oocp.com.au
Privacy concerns will be managed in accordance with our Privacy Policy.

14. Related Policies and Professional Standards

This policy should be read alongside:

- Ocean & Oaktrees Clinical Psychology Privacy Policy.
- Informed Consent and Confidentiality arrangements.
- Psychology Board of Australia's *Code of Conduct for Psychologists*.
- *Privacy Act 1988 (Cth)* and Australian Privacy Principles.

Our commitment

At Ocean & Oaktrees Clinical Psychology, technology is intended to support, not replace, the human connection at the heart of effective psychological care.

Your privacy, autonomy, trust and therapeutic wellbeing remain our priorities.

You are always welcome to ask questions, express concerns or choose not to participate in AI-assisted documentation.