**ChatGPT and GenAI Policy**

# Purpose:

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This policy governs ChatGPT and natural language machine learning technologies within WellSouth Primary Health Network. It aims to ensure that integrating these advanced tools enhances healthcare services while upholding the highest standards of patient care and data privacy in accordance with the best practices in the industry.

# Applies to:

This policy applies to all WellSouth Primary Health Network staff, including clinical personnel, administrative staff, and IT teams, who interact with or manage ChatGPT and machine learning technologies.

All employees must adhere to the policy.

# Definitions:

* **ChatGPT, GenAI and Machine Learning Technologies**: This term refers to artificial intelligence systems, including ChatGPT, that use natural language processing and machine learning to assist in operational tasks, patient communication, and clinical decision-making.
* **User:** Any WellSouth staff member that uses ChatGPT and machine learning technologies as part of their role or function.
* **Privacy Officer:** The designated individual responsible for overseeing the compliance and ethical use of these technologies at WellSouth.

# Policy Statement:

WellSouth supports leveraging ChatGPT and machine learning technologies to enhance healthcare delivery, operational efficiency, and patient communication while maintaining the highest data privacy standards and ethical conduct.

The use of AI provides both opportunities and risks. AI has the potential to free staff from mundane tasks, improve writing, improve workflows, and save time. However, it is essential to ensure it is used responsibly, does not replace individual thinking or responsibility, and does not pose a risk to privacy, information security, cyber security, or intellectual property.

This policy outlines the guidelines for using these technologies and establishes the roles and responsibilities for ensuring their effective and compliant use.

# Scope

AI is already present in many of our systems. Some examples are Outlook, PowerPoint, and Teams, while other AI applications run behind the scenes. With the evolution of the Microsoft 365 suite and other products, the use of AI will increase in all our systems.

For this policy, AI is any AI application[[1]](#endnote-2) used by WellSouth employees outside of the Microsoft 365 environment or products that have been approved and have an enterprise-wide licence purchased by WellSouth.

# Policy Detail

WellSouth promotes the responsible use of AI in a way that enhances your role.

Responsible use means that:

* AI tools must be used in ways that align with WellSouth values, purpose, and Strategic Direction
* The use of AI tools should require the validation of subject matter experts.
* AI should not replace human input in critical decision-making/judgments, including clinical decision-making.
* Users must read the policy before using AI tools, applications, or platforms.
* When AI is used, this should be declared in accordance with the AI Guidelines.

The following are not authorised uses and must be adhered to, regardless of whether the tool has been approved for usage or is inside the WellSouth Domain:

* Do not input personal information, including name.
* Do not input patient details, including notes and assessments.
* Do not input sensitive information, for example but not restricted to financial, personal, or confidential data.
* Do not input proprietary information, for example, but not restricted to, business cases, strategies, or financial status.
* Do not input information identifying WellSouth Primary Health Network or its subsidiaries, publicly or privately identifiable.

# Training and Support

A training package that teaches users about our policy and the potential pitfalls of using AI, such as false responses and the potential for misinformation or biased information to be produced.

# Internal Personnel Security:

In keeping with our commitment to upholding the highest data security and patient privacy standards, WellSouth places significant emphasis on our staff's security awareness and preparedness. To this end, all employees within the WellSouth network are required to participate in comprehensive annual training.

This training is tailored to align with New Zealand's privacy and health information laws, including the Privacy Act 2020 and the Health Information Privacy Code 2020.

This training focuses on ensuring all staff members are well-versed in data privacy principles, understand their responsibilities in handling sensitive health information, and know the legal obligations that govern their day-to-day work.

By fostering a culture of security awareness and compliance, we aim to ensure that our team is equipped to protect patient privacy and uphold the trust placed in us by our community. This initiative is a cornerstone of our commitment to maintaining the highest data protection standards and ethical conduct in all our operations.

**User Guidelines**

WellSouth personnel have access to ChatGPT and machine learning technologies. Staff must adhere to organisational guidelines and policy, ensuring patient privacy and the integrity of our services are maintained. Any misuse or unethical application of these technologies will be subject to disciplinary action.

**Oversight and Accountability**

The WellSouth Privacy Officer oversees ChatGPT and machine learning technologies, ensures adherence to this policy, and addresses misuse.

**Review and Updates**

This policy will be reviewed annually by the WellSouth Privacy Officer and members of the Clinical Governance group. Staff feedback will be integral to this review process.

**Implementation and Compliance**

This policy becomes effective as per the date below. All staff must comply, and non-compliance will be addressed per WellSouth's disciplinary procedures.

**Associated WellSouth Documents:**

* Privacy Policy
* Staff Training Policy
* Health, Safety and Wellbeing Policy
* Information Security Policy
* Data Management Policy
* Acceptable Internet Usage Policy

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| Written by Chief Operating Officer | Authorised by Andrew Swanson-Dobbs Chief Executive OfficerSignature |
| Policy DateJune 2024 | Review DateMay 2025 |

1. Engineered systems that can generate outputs for key objectives without explicit programming. [↑](#endnote-ref-2)