PracSuite AI

Patient Information and Consent Notice

MGS Physiotherapy

MGS Physiotherapy is committed to providing high-quality care while protecting your privacy and maintaining accurate clinical records.

Some of our physiotherapists use optional artificial intelligence (AI) features within PracSuite, our practice management system, to assist with preparing clinical notes, reports and letters. Not all practitioners use these features.

This notice explains how PracSuite AI may be used and how your information is handled.

1. How we use AI

PracSuite AI may assist your physiotherapist with preparing clinical documentation using information such as:

- The physiotherapist's typed notes or spoken dictation.
- Relevant information from your existing clinical history.
- A written transcript of your consultation, where applicable.

AI helps organise and format information into draft clinical notes or documents. Your physiotherapist remains responsible for reviewing and finalising the documentation before it becomes part of your clinical record.

AI is used to assist with documentation, not to replace your physiotherapist's clinical judgement.

2. Recording consultations

Some practitioners may choose to record a consultation so that it can be transcribed into written text.

Your explicit consent will be obtained before a live consultation is audio-recorded. PracSuite also provides a consent prompt before recording begins.

If you do not wish to have a consultation recorded, please tell your physiotherapist. You can discuss an alternative approach to documenting your appointment.

Practitioners may also use AI-assisted documentation based on their own dictation or typed notes, without recording your conversation.

3. How your information is protected

According to PracSuite's current information about its AI service:

- Audio recordings are transcribed within its secure Australian cloud environment.
- Audio recordings are deleted after transcription and are not retained as audio files.
- Saving the resulting written transcript is optional and depends on the practice's system settings.
- AI processing uses external application programming interfaces (APIs) with Australian endpoints.
- The AI language models used for this process are stated not to retain the data passed to them or use it to train AI models.
- PracSuite data is encrypted in transit and at rest, and access to clinical records is controlled through user permissions and account security measures.

Your finalised clinical notes and other documents may be retained in your medical record in accordance with our usual clinical record-keeping obligations. Where written transcripts are retained, access is managed through the practice's system permissions and the applicable transcript-retention settings.

4. Your choice and consent

You can ask your physiotherapist questions about the use of AI at any time.

You may decline or withdraw consent to having your consultation audio recorded. If you do, the consultation will not be recorded using this process, and your physiotherapist can discuss alternative documentation arrangements with you.

If you have concerns about AI-assisted clinical documentation more generally, please discuss these with your physiotherapist before it is used. We will explain the available options and how your clinical information will be documented.

Your questions or decision about recording will be treated respectfully. Please speak with your physiotherapist if you would like your preferences or consent status updated in your patient record.

5. Further information

You can read more about PracSuite AI and its privacy and security arrangements in PracSuite's own information for patients:

PracSuite AI — Privacy, Consent and Information for Patients

For questions about how MGS Physiotherapy uses PracSuite AI, please speak with your treating physiotherapist or contact our practice.

MGS Physiotherapy

Email: admin@mgs.physio

Telephone: (02) 9976 2666

Last updated: 4th November 2026