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# AI disruption- It's here!

- AI refers to use of computer systems to perform tasks that need human understanding
- A Deloitte Study “Cognitive Technologies: The Real Opportunities for Business”- AI applications fall into three categories
- Product application- provides end customer benefits
- Process application- automate or augment workflow processes
- Insight application- uses advanced analytical capabilities such as machine learning to inform operational and strategic decisions



# Disrupting Health

- Co-Founder Dr Chris Irwin
- We are both full-time GPs working in Melbourne
- We are also Practice owners
- We are both very passionate about General Practice as a Specialty
- We are also both involved in teaching medical students and GP Registrars
- We were motivated to disrupt health because we believe it can be done better



# Problems in Health

- Record keeping
  - Badly done, not fit for purpose, compromises patient care, medicolegal issues
- Evolving Information
  - Multiple textbooks, guidelines, new medications, changing treatment, policies and processes
- Communication
  - Vast majority of patient complaints relate to poor communication
- Burnout in health care workers
  - Becoming a major issue with shortages and workloads

# The solution was AI

- We decided to use AI
- We had to learn what AI was and how we could harness the potential
- Lots of trial and errors to get to a working model
- A world first software developed in Melbourne!



# How does ConsultNote.ai work?



ConsultNote.ai is a software that can be opened on your desktop in conjunction with your EMR



A desk microphone is also present in the room



The GP hits the “Start Listening” button and has a chat with the patient



The GP will be spending most of his/her time facing the patient and engaging in conversation



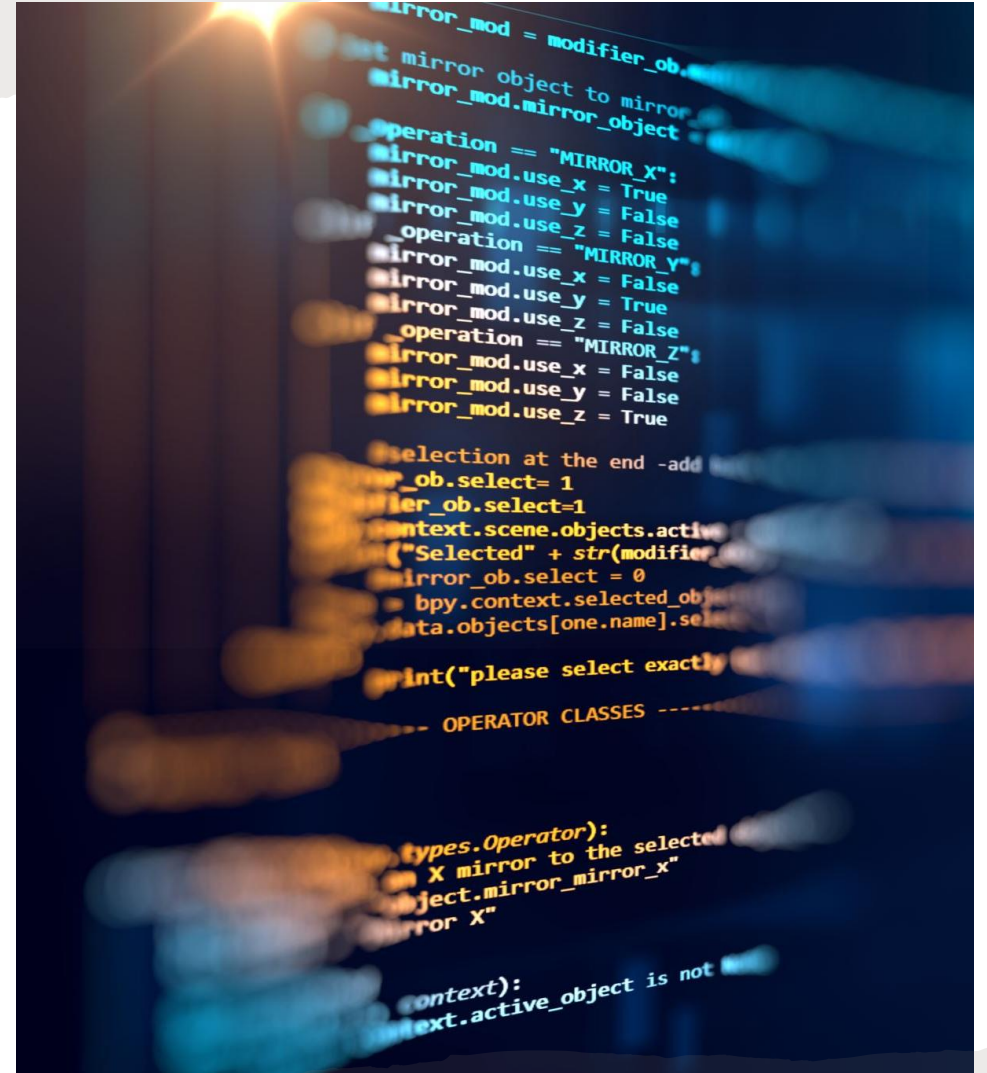
Once the consult is over, the GP has a lot of functions that can be used



- The software will make detailed notes in a SOAP format for each problem the patient comes in with
- This takes between 30—60 seconds to generate the notes
- Function buttons:
  1. Smart Letter
  2. GPMP/Mental Health Templates generated
  3. Preventative Health
  4. What have I Missed?
  5. Patient Handout
  6. Drug information
  7. Medicare Billing
  8. Email consult summary to patient
- We have released a Non-GP Specialist/Hospital version with functions to suit them

# Privacy

- Has been at the forefront of our development
- The software is independent of the EMR- does not hold any patient identifying details
- Open AI have given us written assurances that none of our consults will be stored on their system
- Once the software tab is closed no details are stored on our software
- Our website has extensive explanations on privacy laws in each state and we believe we are compliant with these





# The future

- AI will transform all our businesses
- Boards must consider AI as part of strategic planning- it can improve, destroy or change how we work
- Identify AI risks at Board level- especially in regulated industries, job losses, transition how we work
- Have you got AI expertise at Board/Executive level?
- Health leaders need to be involved in the conversation- Regulators are playing catch up- TGA, Medical Board, MDOs. Engage with government
- Benefits in health- Analyse data to improve diagnosis, improve patient care, reduce costs, real time data analysis, improve workflow, reduce burnout, supports admin tasks, can be used in health monitoring and digital consultations

# Take Home Points

1. Embrace AI
2. Identify an issue that needs to be solved
3. Just do It

- **Our website:** [www.consultnote.ai](http://www.consultnote.ai)
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