

MelJay Speech Pathology: Use of AI Policy



Updated January 2026 | Version 2.0

This policy explains how MelJay Speech Pathology uses artificial intelligence (AI) in your child's care. We are committed to using AI in a safe, secure, and respectful way.

1. Introduction

At MelJay Speech Pathology, we aim to provide high-quality care while making our services as efficient as possible. To help with this, we use AI as part of our note-taking process.

We use an AI system called **BizzyAI** to help transcribe sessions and create clinical notes. This reduces time spent on paperwork and allows us to spend more time working directly with your child.

This policy explains:

- how we use AI
- the benefits and risks
- your rights as a parent or carer

2. What is BizzyAI?

BizzyAI is a secure AI system that:

- listens to therapy sessions
- transcribes what is said
- helps generate and refine clinical notes

BizzyAI follows your therapist's usual note-writing style to create accurate and personalised records.

BizzyAI is developed by **Zanda** and meets strict privacy and security standards (HIPAA-compliant). It uses **Amazon Web Services (AWS)**, which has high security protections. Importantly, BizzyAI **does not store client data after processing**, helping to protect your privacy.

3. Benefits of Using AI

Using AI in our practice allows us to:

- **Spend more time with your child** – less time writing notes, more time in therapy

- **Work more efficiently** – notes are completed quickly and clearly
- **Improve accuracy** – reduces the chance of missing important details
- **Keep better records** – helps us track progress and maintain clear, up-to-date files

4. Risks of Using AI

While AI is helpful, there are some risks:

- **Technical issues** – technology can sometimes have errors or delays
- **Privacy risks** – although BizzyAI is highly secure, any system that processes data carries some risk
- **Reliance on technology** – AI supports note-taking, but does not replace professional judgement

To manage these risks:

- all AI-generated notes are reviewed by your therapist
- no client data is stored after use
- all information is securely encrypted

5. Your Rights

You have full control over whether AI is used in your child's care.

You have the right to:

- **Say no to AI at any time**
Choosing not to use AI will not affect the quality of care. Notes will be written manually instead.
- **Give or withdraw consent**
Your consent can be changed at any time.
- **Review AI-generated notes**
You may request to see notes created using BizzyAI.
- **Request changes**
If you notice any errors, you can ask for corrections to be made.
- **Be asked before each session**
We will always ask for verbal consent before using BizzyAI in a session.

6. Conclusion

Using AI helps us reduce paperwork and focus more on your child's therapy. Your privacy, comfort, and choice are always our priority.

If you have any questions or concerns about AI, please speak with your therapist. We are happy to explain and support you.