Requirements for choosing AI note taking service

MDA National
Support Protect Promote

Ref #	Requirement	Comments	Priority	Vendor Response
Functionality				
1	Functionality	Ease of use, does it meet requirements		
2	Training & Support	What training is provided/documents		
3	Software features	Dashboards, reports, user experience		
4	Transcriptions format	SOAP, Chief Compliant Style, word for word, summary analysis		
5	Sign off functionality	Does Dr need to approve notes?		
6	Who sees the notes	Authority over access		
7	Consent process	How is this managed		
8	Other features of software	Templates for notes?		
9	Languages	Does it transcribe other languages		
10				
Data Management/IT requirements				
11	Privacy	Does it meet the Privacy Act and APPs		
12	What format is the data captured in	Digital recording, note format		
13	Where is the data kept	Australia, cloud, Servers, back up details		
14	How long data kept	Access time frame, deleting data, reminders		

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15	System Security	Security standards, pen tests, encryption		
16	Who has access to the data	Is it used for other AI systems, do third parties have access to the data, does it learn from interaction		
17	Encryption/redaction functionality	Does this occur in cloud to protect		
18	Reporting functionality	What reports/statistics does it offer		
19	Integration with EMR	How does it link notes to patients and integrate with EMRs		
20	System Performance	How do you resolve bottlenecks		
21	Access content offline	What if IT/Internet systems down		
22	Uptime guarantee	e.g. 99.9% uptime.		
23	Equipment requirements	Suit all computer systems		
24	TGA compliant			
25				
Costs				
26	General fees	Set up, payment structure, cancellation		
27	Ongoing fees	Maintenance, upgrades		
28	Licensing structure	Pricing structures, practice or practitioner		

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Ref #	Requirement	Comments	Priority	Vendor Response
29	Software costs	Costs per month		
30	Hardware costs	Any additional costs		
31	Support/Service Level Agreement (SLA)	What does it include, 24/7, local		
32	Any other company services	Billing, coding etc		
33				
Vendor				
34	How long have they been around	Establish place in market		
35	Any experience in AI	Is it adequate		
36	Reviews by other users	Who else uses them		
37	Mission statement	Are they aligned to your values		
38				
Other				
39	Does it fit Business structure	Consider business plans, direction etc		
40				
41				