

## Advice on the use of Generative Artificial Intelligence

**Summary** The NSW Health Artificial Intelligence Taskforce recognised the need for advice to the system on the use of Generative Artificial Intelligence, to ensure staff are aware of NSW Health's position and obligations, ahead of the release of a NSW Health Artificial Intelligence Framework in 2025.

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**Distributed to** Ministry of Health, Public Health System, NSW Ambulance Service

**Audience** All Staff of NSW Health

## Advice on the use of Generative Artificial Intelligence

### Purpose

This Information Bulletin provides guidance to NSW Health staff on the use of Generative Artificial Intelligence.

### Key Information

#### Generative Artificial Intelligence

Artificial Intelligence is the ability of a computer system to perform tasks that would normally require human intelligence, such as learning, reasoning, and making decisions.

Generative Artificial Intelligence is capable of generating text, images, or other media, using generative models.

Commercial (public) Artificial Intelligence such as ChatGPT learns from large public datasets and is available publicly. Private (internal) Artificial Intelligence can learn from public or private datasets and can be made available internally with appropriate organisational grounding, guardrails, and controls.

While Generative Artificial Intelligence presents opportunities and benefits, it requires careful consideration and management of the potential risks around ethics, safety, governance, sustainability, privacy, security, and regulation.

#### NSW Health Artificial Intelligence Taskforce

In February 2024, NSW Health established an [Artificial Intelligence Taskforce](#) comprised of senior leaders and subject matter experts from across the system to inform and guide the use of Artificial Intelligence in the public health system.

The Taskforce is building on the work of the NSW Department of Customer Service, translating the whole of government approach into the healthcare context, and will deliver a strategic and operational framework.

The Taskforce is co-chaired by the Deputy Secretary, Clinical Innovation and Research and Chief Executive, eHealth NSW.

#### Interim advice on the use of Generative Artificial Intelligence

While the NSW Health Artificial Intelligence Framework is under development, the Taskforce recognises the need for early advice to the system on the use of Generative Artificial Intelligence, to ensure staff are aware of NSW Health's position and obligations.

### *NSW Government basic guidance on Generative Artificial Intelligence*

The NSW government has published [basic guidance on Generative Artificial Intelligence](#), instructing NSW government employees to:

- never put sensitive information or personal data into a Generative Artificial Intelligence tool
- understand usage impact
- be aware of prompt sensitivity
- know that the information generated may not be accurate or correct
- be aware of bias and context
- appropriately attribute Generative Artificial Intelligence tool usage
- know the content complies with intellectual property rights
- ensure you can explain your content
- follow [Cyber Security NSW Generative Artificial Intelligence End-user guidance](#)
- apply the [NSW Artificial Intelligence Assessment Framework](#).

### *Supplementary advice for NSW Health*

All uses of Generative Artificial Intelligence must comply with the Information Protection Principles and Health Privacy Principles outlined in the *Privacy and Personal Information Protection (PPIP) Act 1998* (NSW) and the *Health Records and Information Privacy (HRIP) Act 2002* (NSW), as well as all relevant NSW Health policies.

The [NSW Health Code of Conduct](#) defines standards of ethical and professional conduct that are required of everyone working in NSW Health in any capacity. In this regard, inputs should never reveal classified, personal, or otherwise sensitive information. NSW Health staff must be aware of their obligations, stay informed, and remain vigilant.

The Therapeutic Goods Administration regulates Artificial Intelligence as a medical device when it is used for diagnosis, prevention, monitoring, prediction, prognosis, treatment, or alleviation of disease, injury or disability. Software that incorporates Generative Artificial Intelligence is regulated as a [medical device](#) if it meets the [definition](#). Information on products by the Therapeutic Goods Administration can be found on the [Australian Register of Therapeutic Goods](#). Unregulated Generative Artificial Intelligence, such as ChatGPT should not be used for any clinical purpose.

## **Examples of use in NSW Health**

### *Permissible uses of public Generative Artificial Intelligence*

Examples of permissible use include:

- A manager using a Generative Artificial Intelligence tool to generate ideas for an upcoming workplace team event.

- Staff using a Generative Artificial Intelligence tool to create a summary of a publicly available article or document as part of a research project in the workplace.

### *Inappropriate uses of public Generative Artificial Intelligence*

Examples of inappropriate use include:

- A clinician inputting their patient's name and medical condition into a Generative Artificial Intelligence tool and prompting it to draft a letter.
- Using a Generative Artificial Intelligence tool to generate content for evaluations based on personal information about staff performance or to make a recruitment decision.
- Copying and pasting a draft local health district policy into a Generative Artificial Intelligence tool to review grammar and syntax.
- Using a Generative Artificial Intelligence tool to prepare a report or summary, containing NSW Health data or information that is not publicly available.

### *Permissible uses of private Generative Artificial Intelligence*

Private Generative Artificial Intelligence may be considered for use within NSW Health, subject to appropriate approvals and governance.

### **Further advice or support**

NSW Health staff should contact their entity's Chief Information Officer or equivalent for further advice or support. The Chief Information Officer or equivalent will engage with eHealth NSW for additional advice or support as required.