

SERVICE DEFINITION DOCUMENT

Docwise AI Ambient Scribe

Version: 1.1

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1. EXECUTIVE SUMMARY

Docwise AI Ambient Scribe is an AI-powered clinical documentation system that automatically transcribes and structures medical consultations in real-time. The service reduces administrative burden, improves documentation quality, and allows clinicians to focus on patient care.

Key Benefits:

- Reduces documentation time by up to 40%
- Improves clinician-patient interaction
- Generates accurate, structured clinical notes
- DCB0129 compliant

Supported User Types:

- General Practitioners (Primary Care)
 - Consultants (Secondary Care)
 - Junior Doctors (Secondary Care)
 - ACPs (Primary and Secondary Care)
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2. SERVICE DESCRIPTION

2.1 What It Does

Docwise AI provides intelligent clinical documentation through:

- Real-time audio recording of consultations
- Automatic structuring into clinical notes
- Role-specific document generation
- Mandatory clinician review before finalization

2.2 What It Doesn't Do

- Does NOT provide clinical decision support or diagnostic recommendations
- Does NOT create autonomous documentation (clinician approval always required)
- Does NOT replace clinician professional responsibility

3. USER TYPES AND DOCUMENT CAPABILITIES

3.1 GENERAL PRACTITIONERS (GPs)

Document Types:

1. Clinical Notes (Standard GP Consultation)

- Presenting complaint, history, examination, assessment, plan
- Integration: EMIS/SystemOne (pending)

2. Clinical Requests (Summary generation to populate Investigation request forms)

- Clinical details summarised for pathology, radiology, and specialist investigation requests
- Clinical indication, relevant history, urgency

3. Referral Letters (Secondary Care)

- Comprehensive referral letters constructed for specialist review
 - Full history, examination, working diagnosis, specific questions
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3.2 CONSULTANTS

Document Types:

1. Clinical Notes (Specialist Consultation)

- Detailed specialist assessment with diagnosis and management plan
- Integration with hospital systems (pending)

2. Outpatient Letters (Clinic Letters to GP)

- Summary of specialist assessment, investigations, diagnosis, and plan
- Clear actions for GP (prescriptions, monitoring, follow-up)

3. Procedure Notes (Interventional Documentation)

- Procedure findings and plan
 - Types: Endoscopy, minor surgery, diagnostic procedures
 - Integration with hospital systems (pending)
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3.3 JUNIOR DOCTORS (Foundation/Core Trainees)

Document Types:

1. Clinical Notes (Ward Documentation)

- Daily ward round reviews: assessment and plan

- Vital signs, examination, investigations, senior review

2. Clerking Summaries (Acute Admission)

- Comprehensive initial assessment: full history, examination, investigations
- Problem list, differential diagnosis, immediate management plan
- Types: ED clerking, acute medical/surgical admission

3. Discharge Summaries (Hospital Discharge)

- Admission details, course in hospital, discharge diagnosis
 - Complete medication list (changes highlighted)
 - Follow-up arrangements and actions for GP
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4. TECHNICAL OVERVIEW

4.1 Architecture

Components:

- Web and mobile applications (iOS/Android)
- OpenAI Whisper API (speech recognition)
- OpenAI GPT models (document structuring)
- UK-based cloud infrastructure (AWS London)

Integration:

- Awaiting IM1 for HL7 FHIR API/GP Connect compatibility

Security:

- TLS 1.3 encryption in transit
- AES-256 encryption at rest
- Multi-factor authentication

4.2 Data Processing

Data Flow:

1. Clinician initiates recording
2. Audio streamed to Whisper for transcription
3. Text processed by GPT with role-specific prompts
4. Draft presented to clinician
5. Clinician reviews, edits, approves
6. Exported to clinical system

7. Audio deleted per retention policy

Data Retention:

- Audio: 24 hours then auto-deleted
 - Text: Transferred to clinical system, then deleted from Docwise
 - Logs: 90 days
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5. COMPLIANCE AND GOVERNANCE**5.1 Regulatory Compliance****DCB0129 (Docwise Responsibility):**

- Docwise AI is DCB0129 compliant
- Clinical Safety Case and Hazard Log maintained
- Clinical Safety Officer appointed

DCB0160 (Customer Responsibility):

- Comprehensive template package provided:
 - Clinical Risk Management File
 - Usage Policy
 - Training Programme
 - SOPs and monitoring plans
 - DPIA template
 - Patient information materials

Data Protection:

- UK GDPR compliant
- Data Processing Agreement provided
- NHS DSPT standards met

5.2 Clinical Governance**Safety Controls:**

- Mandatory clinician review of all AI-generated content
- Clinician retains full professional responsibility
- Training and competency assessment required
- Incident reporting procedures
- Quarterly documentation audits recommended

6. IMPLEMENTATION

6.1 Requirements

Technical:

- Internet connection (min 5 Mbps upload)
- Compatible clinical system
- Modern web browsers
- Adequate audio hardware

Organizational:

- Clinical Safety Officer identified
- DCB0160 risk assessment completed
- Usage policy implemented
- Staff training delivered

6.2 Timeline

Typical Implementation: 2 weeks

- Week 1: Technical setup and integration, Clinical governance and DPA
- Week 2: Staff training, Go-live with pilot users

6.3 Training and Support

Initial Training:

- Role-specific online/in-person sessions
- Competency assessment
- Training materials provided

Ongoing Support:

- Email, phone, and in-app support
- **P1 (Critical):** 2-hour response, 4-hour resolution target
- **P2 (High):** 4-hour response, 1-day resolution target
- **P3/P4:** 1-2 day response
- Business hours: 09:00-18:00 Mon-Fri
- Knowledge base and documentation

7. SERVICE LEVELS

7.1 Availability

- **Uptime Target:** 99% during business hours (09:00-18:00 Mon-Fri)
- **Scheduled Maintenance:** Outside peak hours with 7 days' notice
- **Performance:** <30 seconds transcription for 10-minute consultation

7.2 Business Continuity

- Automated daily backups
 - Recovery Time Objective: 4 hours
 - Manual documentation fallback always available
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8. PRICING

8.1 Model

Per-User-Per-Month Subscription:

- Tiered pricing based on number of users
- Monthly or annual billing (annual discount available)
- Volume discounts for PCNs/ICBs

8.2 Included

- All features for licensed user type
- Unlimited documentation
- Clinical system integration
- Technical support (business hours)
- Software updates and security patches
- DCB0160 compliance templates
- Initial training (up to 3 sessions)

8.3 Contract

- 12-month minimum commitment
 - Auto-renewal annually
 - 90 days' notice for cancellation (after initial term)
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9. KEY LIMITATIONS

Clinical:

- No clinical decision support—clinician judgment required

- Transcription accuracy depends on audio quality
- May have reduced accuracy with strong accents
- Not suitable for all consultation types

Technical:

- Requires stable internet connection
- Multi-language supported
- Integration dependent on clinical system capabilities

Exclusions:

- Retrospective transcription of historical consultations
 - Non-clinical meetings
 - Consultations without proper consent
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10. RISK MANAGEMENT

Key Risks and Mitigations:

Risk	Mitigation
AI transcription errors	Mandatory clinician review, training, quarterly audits
Data breach	Encryption, MFA, audit logging
Over-reliance on AI	Training emphasizes clinical responsibility, supervision
System failure	Manual fallback, 99% uptime SLA, rapid support
Consent issues	Clear policy, patient information, opt-out available

11. CONTACT INFORMATION

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