Care GP



PHN GOLD COAST 2026

The AI Automation Assessment Framework

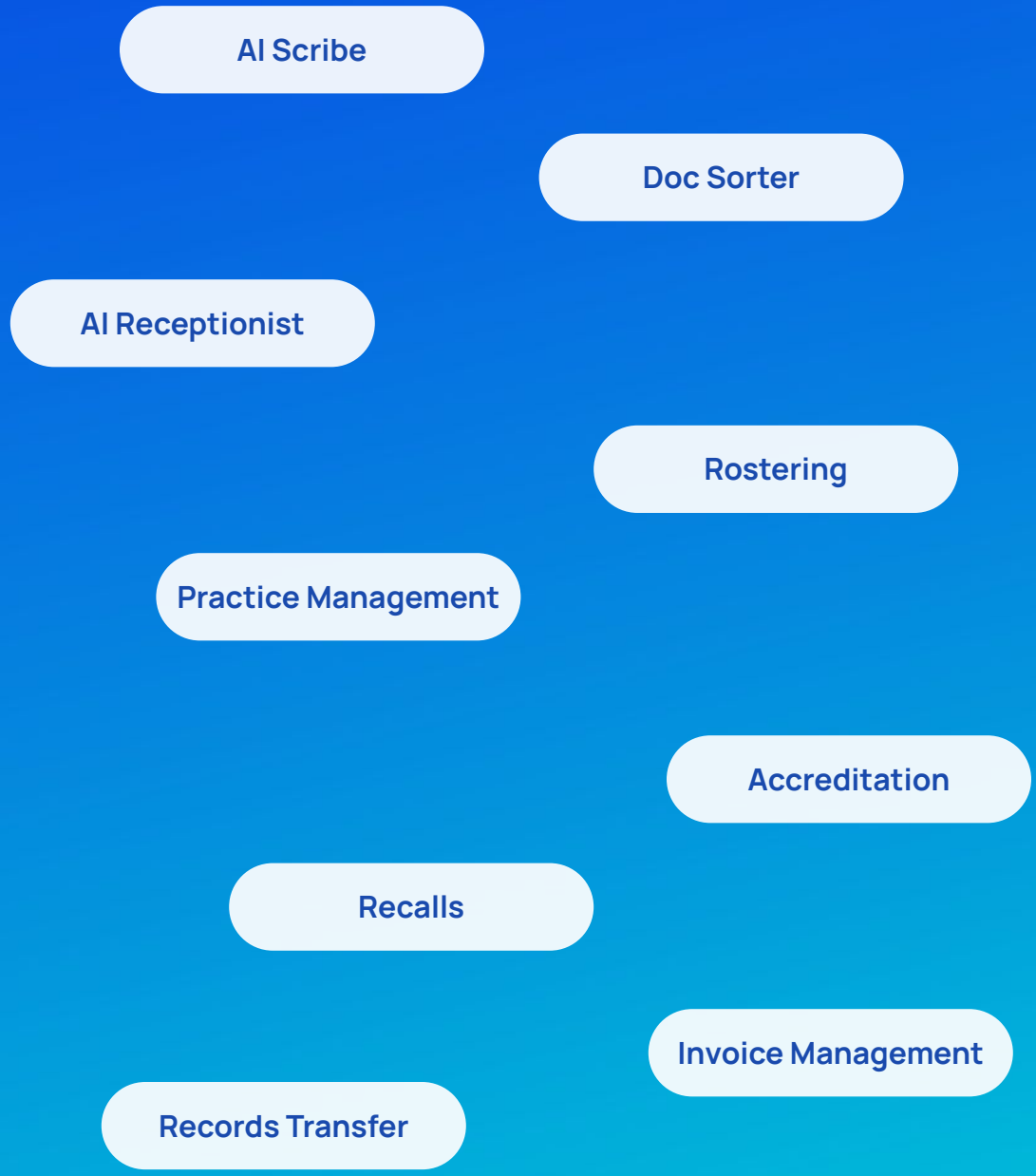
How to cut through the noise, then prove the value

Ethan Atkins | Care GP

Care GP

An ever-growing wave of tools

Scribes. Document sorters. AI receptionists.
Every week brings another vendor and another tool.



Not every tool solves the same problem

Some tools help during the consult. Others help run the clinic. Today is about the second kind: the admin that eats into your team's day.

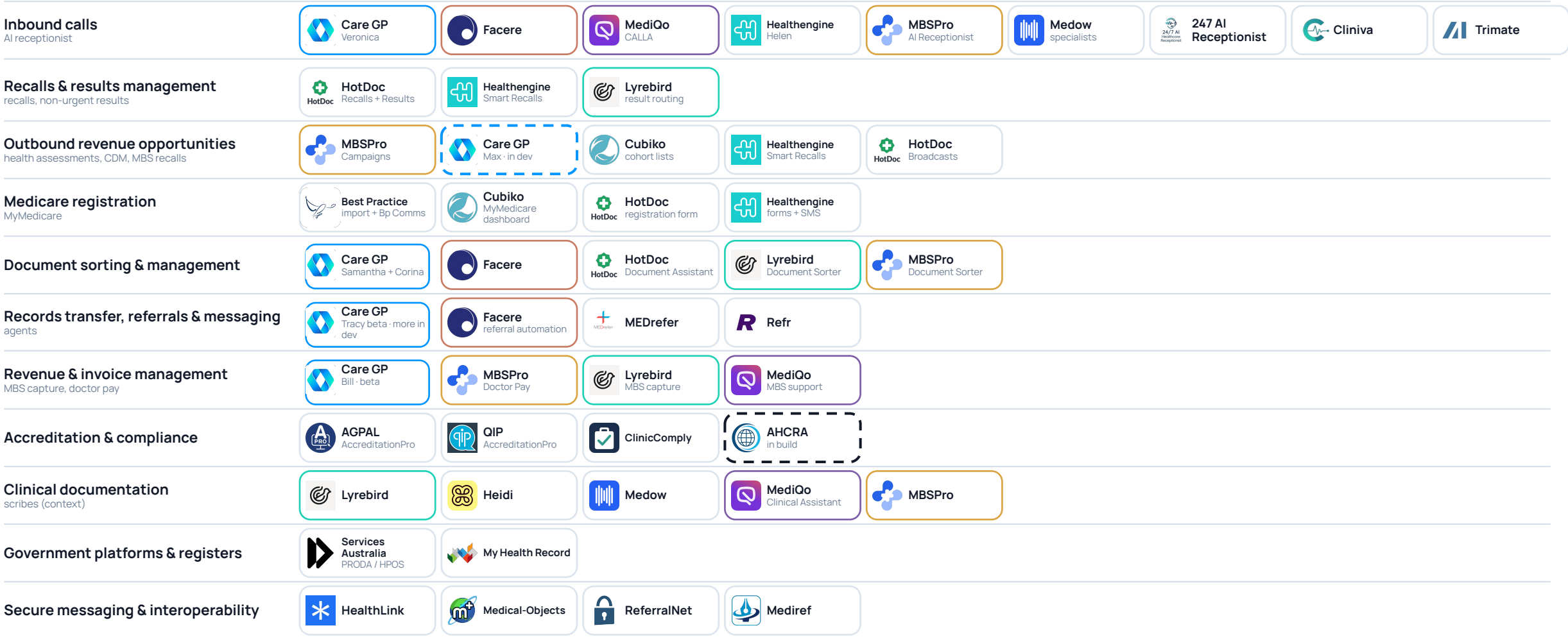
I'm from Care GP, so I'll be upfront about where I'm coming from.

1. **Clinical**
   Help during the consult. Scribes and decision support, for example Heidi and Lyrebird.

2. **Operations (today's topic)**
   Help run the clinic. Documents, phone calls, recalls, invoicing and records.

Who is building admin agents for Australian general practice: *the full admin lifecycle*

From the practice systems at the bottom to the agents that take action on top | Market map, Australia, 2026



Care GP (presenter's organisation) | Facere | MediQo | MBSPro | Lyrebird | Beta / in development

Compiled from vendor websites, 2026. Vendor-reported, not independently verified; "not found" does not mean "does not exist". Not exhaustive; not an endorsement.

A proven method, adapted for clinics operations

Consultants have used this way of judging new technology for years. We have adapted it for clinic purposes to cut through the noise and make assessments with no IT team and little spare time.

1

Origin

Desirability, Feasibility and Viability come from IDEO, the global design firm.

2

Still in use

Leading consultancies use it to judge new technology and AI.

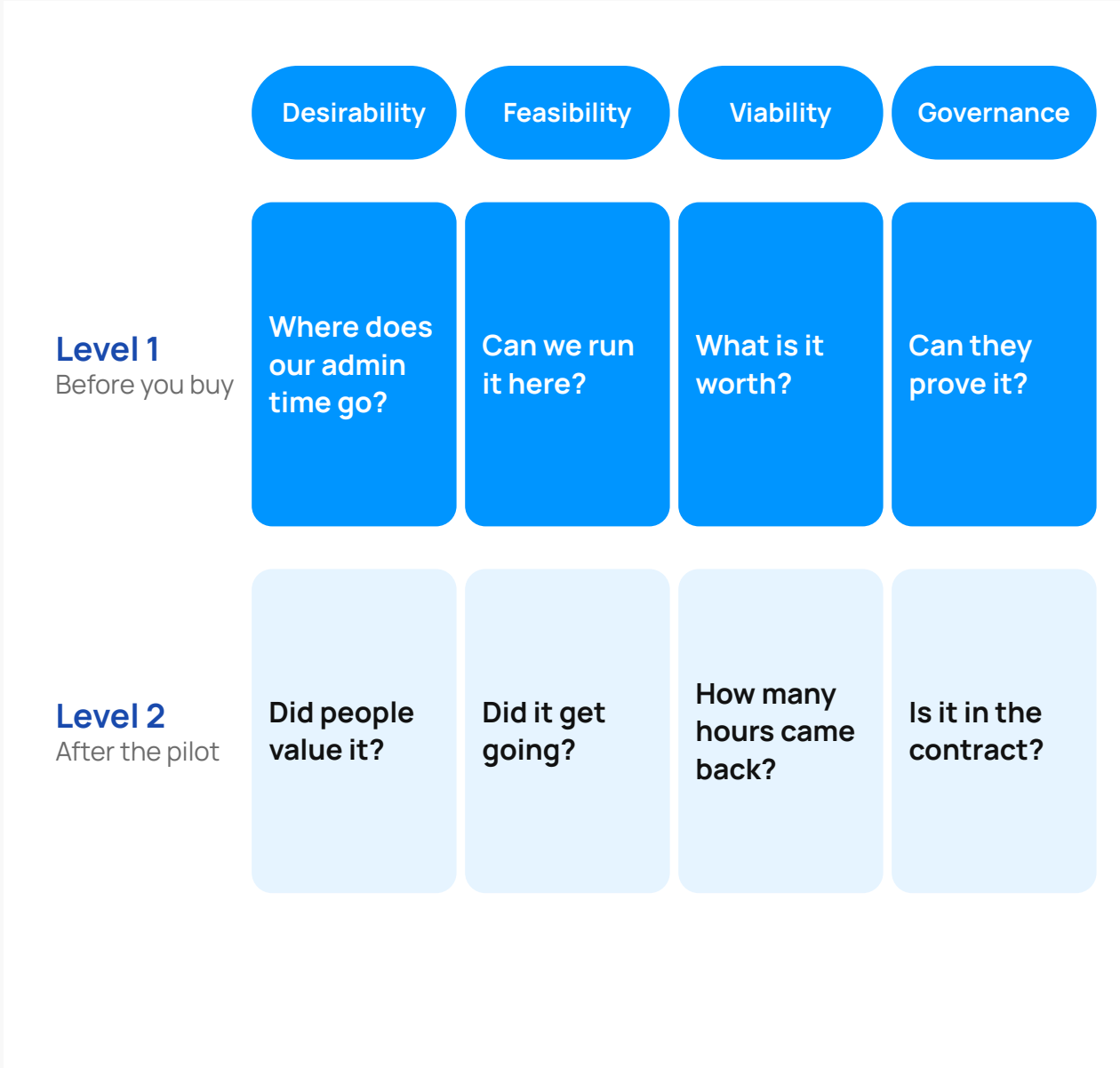
3

Adapted for clinics

We added Governance, because patient data and safety come first in healthcare.

Four questions, asked twice

Ask the same four questions before you buy, to decide where to start. Then ask them again after a pilot, to check it worked.



Care GP

LEVEL 1

Cut through the noise

Where should we start, and which tools deserve a pilot?

Where does our admin time go?

Think to yourself and ask your team where the day goes. Where does admin hurt most. Identify and focus the most painful and the biggest drain(s).

1. **Team time survey**
   How long each day on documents, calls, invoicing and reconciliation, recalls and rescheduling?

2. **Practice manager friction log**
   Where does your day get stuck? Keep it short and weekly.

3. **Your ranked list**
   The admin areas that cost the most time, in order. That's where to start.

Can we run it here?

A great tool is no use if it doesn't fit your clinic. Check this before you talk to a vendor.

1. **Practice software**
   Does it work with the system we already use?

2. **People and support**
   Do we have the people, time and capacity to set it up and look after it? Does the vendor support?

3. **What integrations or tools are required**
   Do we need to setup additional tooling for the full service? Who manages this?

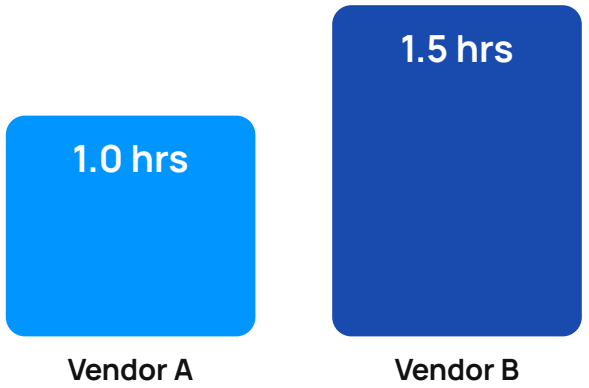
4. **Do they offer a free trial?**
   Can we derisk testing the product before committing?

What is it worth to us?

Put a dollar value on the time it takes to complete admin tasks. Then compare what each tool says it will save, for a clinic your size.

1. **Cost of admin time today**
   Hours per day × staff cost
2. **Your budget**
   What can we spend on this area?
3. **What vendors forecast**
   Hours saved per day, for a clinic our size.

SAME AREA, TWO VENDORS (ILLUSTRATIVE)



Ask every vendor how they measure it and what they expect for clinics

Can they prove it?

Ask for the document, not the logo. This is a quick check before any pilot that uses real patient data.



Security certification
A current ISO 27001 certificate or SOC 2 Type II report.



Penetration test
A recent summary of the results.



Where your data lives
Where it's stored and processed, and by whom.



Privacy and breaches
A privacy policy and a clear breach notification process.



Your data stays yours
Whether your data is used to train their models.

Care GP

LEVEL 2

Prove the value

After the pilot: did we get what we expected?

Did it help, and did it get going?

Ask the people who use it every day. Then check the basics: did we get it running, and is it easy for the team?

DESIRABILITY: ASK THE PEOPLE WHO USE IT

1. **Receptionists and admin team**
   Easy to use? Enjoyable? Worth it?
2. **Doctors**
   Clearer, more consistent clinical outcomes?
3. **Practice manager**
   Valuable? A real saving?

FEASIBILITY: YES OR NO

- ✓ **Did we get it off the ground?**
  Yes or no.
- ✓ **Is everything set up as planned?**
  Yes or no.
- ✓ **Is it easy for the team to use?**
  Yes or no.

How many hours came back?

Calculate the hours given back to your team and put a dollar value on them. What is the ROI of the tool (value of hours saved/ cost).

Then decide where that time goes next. That's where the extra return comes from.

Vendors should provide time savings reports and ROI

1. **Hours given back**
   The total hours your team got back (repurposable hours).
2. **What they're worth**
   Those hours × staff cost.
3. **Total opportunity**
   What the time could earn if you put it to work.

WHERE COULD THE TIME GO NEXT?

- CDM
- Recalls
- Invoice Follow-ups
- Casuals Reduction

Is it in the contract?

A claim is what they say. Proof is what they can show. A promise is what they're bound to. Make sure the promise is in writing. Protect your patients' data.

1 **Claim**
Their website and privacy policy.

2 **Proof**
Certificates and test reports.

3 **Promise**
Binding terms in the data processing agreement and contract.

WRITTEN INTO THE AGREEMENT

- ✓ Certifications kept current, with notice if one lapses
- ✓ MFA and Encryption embedded
- ✓ Data stays in Australia; limits on sub-processors
- ✓ No model training on patient data
- ✓ Regular and actioned penetration testing
- ✓ Breach notification timelines

Care GP

Two levels.
Four questions.
One simpler decision.

Not selling you a tool. Just making the decision simpler.

TAKE HOME

- Admin Challenge Questionnaire
- Readiness checklist
- Governance & Security Checklist
- Impact, Time Savings Considerations



Shared after today's session.

Care GP

Access the AAAF. Scan the QR



Shared after today's session.

Care GP

Sign up for Samantha.

Exclusive 4 week free trial.
Complimentary records.



Shared after today's session.