

Healthcare Privacy & Security Guide

Australian Healthcare Edition · Version 2.0

Prepared for Practice Managers, Clinic Owners, IT Providers and Compliance Officers

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Executive Summary

Arcera provides a virtual reception assistant that supports clinic reception teams with administrative workflows approved by the practice. It answers calls, captures structured information and hands enquiries to staff according to rules the practice defines.

Arcera does not diagnose, does not replace clinicians and does not make medical decisions. Clinical judgement, sensitive conversations and final appointment decisions remain with practice staff.

Every deployment is configured specifically for the practice it serves. Call handling, information capture, escalation, recording, retention and handover destinations are agreed with the practice before the assistant handles a live call.

- Scope: approved administrative reception workflows only.
- Control: the practice approves every workflow, response and escalation pathway.
- Configuration: practice-specific, reviewed and tested before go-live.
- Oversight: staff can take over, transfer or override at any point.
- Delivery: Australian company, Australian-first deployment approach.

Implementation Principles

Six principles govern how Arcera is configured and operated in a healthcare environment.

Human Oversight

Staff retain the ability to monitor, take over, transfer and override. The assistant escalates anything outside its approved scope.

Minimum Necessary Information

Only the administrative details required to complete an approved workflow are collected. Clinical detail is not requested.

Approved Workflow Only

The assistant operates inside documented workflows signed off by the practice. It does not improvise outside that scope.

Transparent Operation

Callers are informed they are speaking with the practice's virtual reception assistant, and how their enquiry will be handled.

Practice Controlled

Hours of operation, recording settings, retention, escalation rules and handover destinations are practice decisions.

Australian-First Deployment

Arcera is an Australian company. Deployments are designed for Australian practice operations, terminology and privacy expectations, with the data-handling configuration confirmed in writing during implementation.

Information Collection

Information capture is defined workflow by workflow. A typical reception workflow collects only what reception would need to action the enquiry.

- Caller name
- Callback number
- Appointment preference (new, existing, reschedule, cancel)
- Nature of the administrative enquiry
- Referral status, where relevant to the workflow
- Preferred clinician
- Preferred appointment time
- Whether the caller consents to a callback

Unnecessary information is not collected. The assistant does not request clinical history, symptoms, diagnoses, medication detail, payment card numbers or identity documents unless a specific workflow requires a field and the practice has approved it in writing.

Clinical Boundaries

Boundaries are configured explicitly and tested before go-live. Arcera does not:

- diagnose or interpret symptoms
- recommend, adjust or comment on medication
- provide psychological, counselling or crisis advice
- replace emergency services
- override practice policy or clinician instruction

Where a call indicates urgency or distress, the assistant follows the practice-approved escalation script, which directs the caller to emergency services or to a nominated staff member. Every workflow remains under practice control.

Security Controls

Arcera applies standard operational security controls. No certifications are claimed or implied.

Encrypted Communications

Call media and data in transit are carried over encrypted channels between the telephony, assistant and workflow layers.

Authentication

Administrative access to configuration and call records requires individual authenticated accounts. Shared credentials are not used.

Role Separation

Configuration, operations and reporting access are separated so that each account holds only the access its function requires.

Audit Logging

Configuration changes and access to call records are logged, so the practice can request an account of what changed and when.

Deployment Controls

Changes move through configuration, testing and practice approval before reaching a live number.

Configuration Management

Each practice's workflow configuration is version-tracked, so the live behaviour is always a known, approved state.

Least Privilege

Access to practice data is limited to the personnel operating the deployment, for the duration required.

No Unnecessary Data Exposure

Information is delivered only to destinations the practice nominates, such as a practice inbox, reception queue or approved system.

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Privacy

Arcera aims to handle personal information consistently with the Australian Privacy Principles under the Privacy Act 1988 (Cth), as applicable to our operations, and to support the practice in meeting its own obligations as the treating entity.

Minimum Data Collection

Fields are limited to the approved workflow. Optional fields are removed rather than left unused.

Retention Controls

Retention periods for transcripts, summaries and recordings are set per practice and documented at implementation.

Recording Options

Call recording can be enabled, disabled or limited to selected workflows. Where recording is enabled, caller notification wording is agreed with the practice.

Practice-Controlled Retention

The practice decides how long information is retained and can request deletion of records held on its behalf.

Approved Staff Access

The practice nominates who may access call records, summaries and configuration.

Privacy requests from patients are directed to the practice as the responsible entity. Arcera assists the practice in locating and actioning records held on its behalf.

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Practice Software

Arcera works alongside the systems a practice already uses rather than replacing them.

Supported integration methods vary by clinic, depending on the practice-management system, the permissions available and the software provider's approved integration method.

Where direct integration is unavailable, approved administrative handover workflows are used: the assistant captures a structured request and delivers it to the destination the practice nominates for reception to action. Direct booking is enabled only after the connection and handover process have been tested and approved by the practice.

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Deployment Process

01 **Assessment**

Review of call flow, reception pressure points, administrative tasks, hours and practice systems.

02 **Configuration**

Workflows, approved responses, information fields, escalation rules and handover destinations are built to the assessed scope.

03 **Testing**

End-to-end call testing across normal, edge and escalation scenarios before any live traffic.

04 **Staff Approval**

Reception and management review the responses and handover process, and sign off the configuration.

05 **Controlled Implementation**

Go-live on the agreed scope, typically starting with one workflow or one call path.

06 **Review**

Scheduled review of call outcomes, escalations, handover quality and configuration adjustments.

07 **Optional Expansion**

Additional workflows are added only where the practice chooses to extend scope.

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Controlled Implementation

Where appropriate, practices may begin with a controlled implementation before wider deployment. This is an option, not a requirement.

A controlled implementation limits initial scope to a single workflow or call path, such as after-hours enquiries or busy-period overflow, with a defined review point before additional workflows are enabled.

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Frequently Asked Questions

How does Arcera protect patient privacy?

Through a minimum-information approach. Each workflow collects only the administrative fields required to action the enquiry, delivered only to destinations your practice nominates. Retention, access and recording settings are agreed with your practice during implementation.

Can calls be recorded?

Recording is a practice decision. It can be enabled, disabled or limited to selected workflows. Where it is enabled, caller notification wording and retention are agreed with your practice.

Can Arcera transfer calls?

Yes. Transfer rules are configured per workflow, so calls can be routed to reception, a nominated staff member or an external number according to the approved pathway.

Can reception take over a call?

Yes. Staff can take over or receive a transferred call at any point, and the assistant hands over with the information already captured.

Can we approve responses before launch?

Yes. Responses, escalation rules and handover procedures are reviewed and approved by your practice before the assistant handles a live call.

Can we configure different workflows?

Yes. Workflows are configured separately, so after-hours, overflow, new-patient enquiries and referral enquiries can each behave differently.

Does Arcera work after hours only?

No. After-hours is a common starting point, but the assistant can also cover business-hours overflow, lunch breaks, staff absences or a dedicated enquiry line.

Can Arcera answer multiple calls simultaneously?

Yes. Multiple approved enquiries can be handled at the same time, within your configured service capacity, with consistent responses across every call.

Can Arcera integrate with our existing software?

Where supported, yes. Where direct integration is unavailable, an approved administrative handover workflow is used so the enquiry still reaches your existing system or inbox.

How are updates managed?

Changes are made in configuration, tested, and released only after your practice approves them. The live configuration is version-tracked so the current behaviour is always a known state.

Who controls the assistant?

Your practice. Scope, hours, responses, escalation pathways, recording, retention and expansion are all practice decisions.

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Compliance Statement

Arcera is configured around each practice's approved administrative workflows. The practice retains operational control over deployment, including scope, approved responses, escalation pathways, recording, retention and expansion.

Arcera is administrative in nature and is not a clinical system, medical device or diagnostic tool. This guide describes implementation and operational practice. It does not assert certification under any accreditation, standards or audit scheme.

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Contact

For privacy, security or implementation questions, contact hello@arcera.com.au. To request a clinic assessment, visit arcera.com.au/healthcare-receptionist.

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