

How does it work?

Heidi is a helpful tool that allows your clinician to focus entirely on you during your visit while still allowing them to accurately capture medical information, ensuring a comprehensive and precise record of your care.



Do I have to give consent?

Your consent is crucial. All clinicians are encouraged to obtain consent before using Heidi. You can withdraw your consent at any time.



Who has access to my medical information?

Only your clinician! We use strict and robust access controls and are GDPR and NHS compliant. Our systems are certified to global standards like SOC 2 and ISO 27001, ensuring the highest levels of data security and confidentiality.



Where is my data stored?

All data is locally hosted in the UK. This is how we prioritise data sovereignty and enhance data security, while also ensuring compliance with UK data protection regulations.



How is my data used?

Our approach to data collection is threefold:

- **Be Transparent:** We clearly explain how we use your data in our Privacy Policy.
- **Limit Collection:** We only collect data that is essential for providing you our services or enhancing Heidi's effectiveness.
- **Ensure Security:** We restrict the disclosure, retention, and use of your data, ensuring it is safeguarded.

Our commitment ensures that every piece of information collected has a clear purpose, either to deliver the product you love or to improve Heidi's performance and accuracy.



Do you store recordings of my appointment?

No. Conversations are transcribed simultaneously while they happen, meaning no recordings are ever stored. Notes that a clinician saves from the appointment will be added to your Electronic Health Record in your clinician's Practice Management System.

Learn more and leave your feedback



Trusted, safe and proven.



Still have questions?
compliance@heidihealth.com



Patient Informed Consent

Notice:

Before we proceed with your appointment, I want to inform you about an important aspect of how we document our consultations. We utilize a note taking tool called Heidi to accurately and efficiently capture the details of our discussions and the outcomes of our appointments. Heidi ensures that we can focus more on our conversation and less on manual note taking, enhancing the quality of care you receive.

Your consent is crucial for us to use this technology. Please understand that your information will be handled with the utmost care, and Heidi's use is aimed solely at improving your healthcare experience.

What you need to know

Purpose of Heidi

- Heidi is used to assist with documenting your consultation, capturing only what is necessary for accurate medical records.
- Heidi supports but does not replace your clinician's professional judgment. All medical decisions are made solely by your clinician.

Your data

- Your data is processed and stored in your jurisdiction and in accordance with applicable privacy laws.
- None of your data is used for secondary purposes.
- Data undergoes a rigorous de-identification process to remove personal identifiers.
- Data is handled securely, with encryption and regular audits to ensure compliance.

Your rights

- You can choose to opt-out of the use of Heidi during your consultation.

By signing this consent form, you acknowledge that:

1. You have been informed about the use of Heidi and its purpose.
2. You understand how your information will be handled, stored, and protected.
3. You agree to allow your clinician to use Heidi to assist with documenting your consultation.
4. You understand that you can withdraw your consent at any time without affecting the quality of care you receive.

Name: _____

Date: _____

Signature: _____

For more information
heidihealth.com