Heidi Health AI Scribe Software for General Practice

Heidi is an Artificial Intelligence software digital note taking tool that captures all the information discussed between you and your clinician during a consultation at the surgery.

Throughout the consultation, as you discuss your condition with the clinician, Heidi AI software runs in the background on the clinician's computer (accessing an integrated speech microphone on the computer), where it intelligently processes, organises and converts the entire conversation into an electronic document, which the clinician can then use to add detailed notes onto your electronic patient record.

It offers several benefits by:

Improving Patient-Clinician Interaction: Heidi reduces a clinician's time taken when writing up notes either during or after your consultation. This allows the clinician to spend more time interacting you, fostering better communication and understanding.

Personalised Care: With more time available for direct patient care, clinicians can offer more personalised and attentive care, which we hope will improve overall patient satisfaction.

Accurate and Comprehensive Documentation: Heidi transcribes consultations and generates detailed notes, ensuring that all important information is accurately captured and recorded. This helps in maintaining comprehensive patient records.

Faster Administrative Processes: Heidi can quickly generate necessary documents such as referral letters and patient summaries, reducing the time spent on administrative tasks and helping to speed up patient care processes.

Enhanced Privacy and Security (to protect patient data):

Heidi Health AI places a strong emphasis on privacy and security to protect your patient data:

It is GDPR and PIPEDA Compliant

It utilises -
advanced encryption - using state-of-the-art encryption methods to secure data both in transit and at rest, ensuring that patient information is protected from unauthorised access.
secure data storage - Heidi Health employs secure server infrastructure and stringent protocols for data handling and storage. This includes de-identification and pseudonymization tools to maintain anonymity during business improvement and analysis.

Heidi Health -

- meets Digital Health Technology standards (DTAC)
- has completed the AI Toolkit
- is registered with the ICO (Information Commissioner's Office)
- holds a Cyber Essentials Certificate
- has completed ISO27001 & SOC2 and is certified against these IT standards
- has completed clinical risk management DCB 0129 documentation
- is periodically subjected to an IT annual penetration test to ensure that its security mechanisms are as robust as possible

For further information please visit:
https://www.heidihealth.com/uk

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