

Heidi Health AI Scribe tool Privacy Notice

Malmesbury Primary Care Centre are committed to providing you with the highest quality of care. To enhance our service, we now have access to Heidi Health, an AI-powered medical scribe.

To enhance the quality and efficiency of our consultations, clinicians (your GP or a member of the multidisciplinary team within practice) may use Heidi Health AI Scribe during your appointment.

What is Heidi Health?

Heidi Health is an advanced AI medical scribe designed to transcribe patient visits, generate clinical notes, fill out documents, and dictate letters.

It uses artificial intelligence to document medical notes, ensuring your clinician can focus on actively listening to your concerns and delivering personalised care, rather than spending time manually recording the notes themselves.

Any information that is captured is reviewed and approved before being saved in the medical record. There is no element of the AI programme influencing or advising the clinician's thinking or decision-making process – Heidi Health is purely a note taking tool, not a clinical assistance programme.

Benefits of Using Heidi Health

- Improved Consultations: Allows clinicians to focus solely on you, the patient during your appointment.
- Accurate Documentation: Helps create precise, clear, and detailed medical notes for the patient record that can be reviewed and edited as needed.
- Time Efficiency: Streamlines administrative tasks, giving clinicians more time to spend with their patients.

Protecting your Data

Your privacy and comfort are our top priorities. Heidi Health AI Scribe only processes information discussed during your appointment and operates within strict privacy and data protection regulations

- Data Security: Heidi Health AI Scribe complies with UK data protection laws, including GDPR, ensuring that your information is handled securely and confidentially.
- Data Protection Officer: The Heidi Health Data Protection Impact Assessment has been reviewed and approved by the Data Protection Officer for the BSW ICB, on behalf of your GP Practice.

- **Data Security and Privacy:** Heidi Health adheres to stringent UK compliance frameworks, including the Data Protection Act, GDPR, and NHS standards. This ensures that your personal information is handled securely and confidentially.
- **Local Data Hosting:** All data is hosted within the UK, enhancing security and compliance with local data protection regulations.
- **Temporary Data Storage:** Audio recordings used for generating notes are not stored permanently. They are processed and then deleted, ensuring your data remains private and secure.

If you would prefer your clinician not to use Heidi Health to help them write their notes, please do let them know and they can make sure it is not activated for your consultation.