

Heidi AI is an **advanced AI medical scribe** designed to automate clinical documentation in healthcare settings. It transcribes patient visits, generates clinical notes, and allows healthcare professionals to focus more on patient care rather than administrative tasks. Developed by Heidi Health, this technology aims to reduce the administrative burden on clinicians, enhancing the efficiency of patient interactions

Heidi AI - Medical Scribe Technology

At Bootle Village Surgery, we are committed to providing the best possible care while maintaining your privacy and confidentiality. We are proactive in identifying ways to enhance your experience and improve the quality of your healthcare, so we are introducing Heidi AI Medical Scribe technology during some of our consultations to support the administration function with your consent. Please find below for more information about this software application.

What is Heidi Health AI Medical Scribe?

Heidi Health is an advanced AI-powered system that assists healthcare providers by transcribing and documenting patient interactions during consultations. The AI scribe listens to the conversation between you and your healthcare provider for example GP. During the consultation, it transcribes patient visits, generates clinical notes, and allows the healthcare professionals to focus more on patient care rather than administrative tasks.

This process allows your healthcare provider to focus more on your needs and spend less time on paperwork. The AI scribe transcribes notes in real time, improving the efficiency of your visit and ensuring that all relevant information is accurately captured.

How does Heidi Health work?

During your consultation, Heidi Health AI will listen to the conversation between you and your healthcare provider. The system transcribes the dialogue in real time and generates an electronic health record (EHR). This documentation is not stored but copied and pasted into the clinical system which is then securely stored as part of your medical record, where it can be accessed by your healthcare provider for follow-up care and treatment planning. **Please note the recording is not saved on the Heidi application system but destroyed after your consultation.**

Benefits of using the Heidi Health AI Medical Scribe

- **Improved Accuracy:** By documenting your consultation in real-time, Heidi Health ensures that important details are captured accurately, reducing the risk of errors in your medical record.
- **More Time with Your Provider:** With less time spent on manual documentation, your healthcare provider can focus more on addressing your concerns and providing personalised care.
- **Efficiency:** Your visit will be documented quickly, allowing for faster processing of your medical records and test results. It helps the doctors work more efficiently.

Will your personal information be secure?

Yes. Heidi Health follows strict compliance standards to protect your personal health information. The system uses advanced encryption and complies with the latest data protection regulations, ensuring your information remains confidential and secure. For detailed information on how Heidi Health maintains privacy and compliance, you can review their comprehensive compliance information [here](#).

Do you have to consent to the use of the AI Medical Scribe?

No. While the use of the AI medical scribe can greatly enhance the quality and efficiency of your consultation, you have the right to decline its use. If you choose not to have the AI scribe assist with your visit, your healthcare provider will document your consultation manually as they normally would.

How can you give your consent?

Your healthcare provider will ask you if you're comfortable with the use of the Heidi Health AI Medical Scribe at the start of consultation. You can ask your healthcare provider any questions you have. Your participation is entirely voluntary, and you can change your decision at any time.

Can you change your mind?

Yes. You have the right to withdraw your consent at any time, even after the consultation begins. If you decide not to proceed with the use of the AI scribe, your healthcare provider will ensure that your consultation is documented manually.

If you have any questions, please contact us regarding any concerns you have about the use of Heidi Health AI during your consultation, thank you.