**Heidi Health – AI Medical Scribe**

**At the Bovey Tracey & Chudleigh Practice, 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, and we are now using Heidi Health AI Medical Scribe during some of our consultations. This page provides important information about this service to help you make an informed decision regarding its use.**

**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, automatically generating a detailed, accurate medical record of your visit.**

**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 will be stored securely as part of your medical record, where it can be accessed by your healthcare provider for follow-up care and treatment planning.**

**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 and efficiently, allowing for faster processing of your medical records and test results.**

**Will my 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**](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.heidihealth.com%2Fuk%2Fcompliance%2Fuk&data=05%7C02%7Csue.stevenson2%40nhs.net%7C5661cb63e1ff4214000208dd5688db33%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638761867968110939%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=hcqVPVeS2CqlJiiREyZPEUrL1tiwJ11RRsHeG%2FlIVNE%3D&reserved=0)**.**

**Do I 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 I give my 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 I change my 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.**

**Contact us**

**If you have any questions or concerns regarding the use of Heidi Health AI or this consent process, please feel free to reach out to us at the Practice. Our team is happy to provide additional information to help you make an informed decision.**