




ENHANCING YOUR CARE WITH DIGITAL SOLUTIONS



-  Some of our team may use AI during your appointment to assist in your care.
-  We will make sure you are comfortable with this before your appointment.
-  This is your choice, and you can withdraw your consent at any point.



Patient-Centered Care

AI can help our staff focus more on you, instead of the computer during your visit.



Experience Smoother Appointments

It assists our team to manage their time better, hopefully reducing wait times for you.



Enhanced Patient Records

AI helps in creating more detailed patient notes, allowing our team to provide you with better, more informed care.





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 info?

Only your clinician! Heidi is compliant with the Privacy Act 2020 and the New Zealand Information Privacy Principles. Our information management systems are ISO27001 accredited for data security. Your data protection is our top priority.



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 and Terms and Conditions.

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.



Where is my data stored?

All data is encrypted, securely and confidentially stored on our cloud servers, adhering to high industry standards. Due to cloud infrastructure limitations within New Zealand, data for NZ users is stored in Australia.



Do you store recordings of my appointment?

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, as standard.

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.

ANY QUESTIONS? Get in touch at hello@heidihealth.com or visit heidihealth.com

