

Heidi Health AI Scribe Tool: Privacy Notice

Hillcrest Surgery 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.

Types of Personal Data Processed

Heidi processes two main types of personal data during consultations:

- **Patient Information:** This includes the patient's name, contact details, medical history, diagnosis, treatment information, and any other information shared during consultations.
- **Clinician Information:** This includes audio recordings capturing the clinician's voice and any professional identifiers, such as names and titles.

Lawful Basis for Processing with Heidi Health AI

- Performance of a public task
- To comply with our legal obligations to provide / manage health services

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.

Heidi Health AI Scribe complies with UK data protection laws, including UK GDPR, ensuring that your information is handled securely and confidentially.

Before using Heidi Health AI scribe, your clinician will explain it's role and provide you with an opportunity to object to it's use during your consultation. If you would prefer your clinician not to use Heidi Health, please do let them know and they can make sure it is not activated for your consultation.

Further information

For further information regarding how your personal data is processed by us, please refer to our main patient privacy notice which can be found on our website.

Should you have further questions regarding the use of Heidi Health, please email bswicb.reception.hillcrest@nhs.net **FAO management.**

Changes to our privacy notice

We keep our privacy notices under regular review and we will place any updates on this webpage. This privacy notice was last updated on **08/09/2025**