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## **Use of Heidi AI Scribe in Client Appointments at The St Andrews Practice /Inverlay**

At The St Andrews Practice, we are committed to delivering the best possible care to our clients. To enhance the quality and efficiency of our consultations, clinicians may use Heidi Health AI Scribe during your appointment. This document provides information about what Heidi Health AI Scribe is and how your consent is managed.

### **What is Heidi Health AI Scribe?**

Heidi Health AI Scribe is an advanced, secure digital assistant designed to support clinicians during consultations. It uses artificial intelligence to document notes, ensuring your clinician can focus on actively listening to your concerns and delivering personalised care, rather than spending time manually recording the notes. Clinicians review and approve/edit the notes that have been captured prior to adding them to the client record.

### **Benefits of Heidi Health AI Scribe:**

- Improved Interaction: Allows clinicians to focus solely on the client during the consultation.
- Accurate Documentation: Helps create precise, clear, and detailed notes for the client record.
- Time Efficiency: Streamlines administrative tasks, giving clinicians more time to focus on developing their practice and providing high-quality care.
- Accessible Summaries: Many clients request emailed copies of the notes to support their assessment/therapy experience. Heidi AI enables us to offer such summaries with ease.

### **How Does It Work?**

1. Your clinician will have the AI scribe on their mobile phone or device, which will record your appointment.
2. Immediately after the appointment, the recording is transcribed and generated into a summary note using the AI.



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3. Following this, your recording is automatically deleted.

4. The summary note is checked and edited by your clinician and uploaded to your file on our secure electronic clinical recording programme, WriteUp, and the transcribed information on the app is deleted. If it is not deleted manually, it will be automatically deleted within 7 days.

### **Client Consent**

Your privacy and comfort are our top priorities. Before using Heidi Health AI Scribe, in the appointment, your clinician will explain its role and seek your verbal consent.

Heidi Health AI Scribe only processes information discussed during your appointment and operates within strict privacy and data protection regulations.

You have the right to decline its use at any time. You do not have to explain or provide a reason for declining.

If you decline, your clinician will not ask you again. If you agree, your clinician will continue to verbally seek your consent at the start of each appointment or, if preferable, at agreed timepoints. You can ask your clinician to terminate use at any point, including during an appointment.

### **Data Security and Protection:**

- 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 undergone review by our Data Protection Officer.

- Your Control: If you prefer not to have Heidi Health AI Scribe involved, please let your clinician know. This will not affect the quality of care you receive.

- Our clinicians all adhere to our Information Governance/Data Security policy regarding maintaining devices to the highest level of security, (e.g. use of PIN and fingerprint encryption), both for the device and for the Heidi App. Please note that our Information Governance Policy will be updated to reflect the use of Heidi AI Scribe in our practice.



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More information can be found on the Heidi website (<https://www.heidihealth.com>),  
by speaking with your clinician or by emailing us on  
[info@thestandrewspractice.com](mailto:info@thestandrewspractice.com)