

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 information?

Only your clinician! We use strict and robust access controls and are compliant with the Privacy Act 2020 and the New Zealand Information Privacy Principles. Our systems are certified to global standards like SOC 2 and ISO 27001, ensuring the highest levels of data security and confidentiality.



Where is my data stored?

All data is encrypted and securely stored on our cloud servers in accordance with leading industry standards. Due to cloud infrastructure limitations in New Zealand, data for NZ users is hosted in Australia.



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.
- **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.

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.



Do you store recordings of my appointment?

No. 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.

Learn more and leave your feedback



Trusted, safe and proven.



Still have questions?
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