



## How does it work?

Heidi is a helpful tool that allows your doctor 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.



### Where is my data stored?

All data is encrypted, securely and confidentially stored on servers located within Australia to comply with local jurisdiction requirements.



### Who has access to my medical information?

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



### How long will my appointment information be stored?

Conversations are transcribed while they happen, and are not stored unless your clinician has opted into this. Notes that they save from the appointment will be added to your Electronic Health Record in your clinician's Practice Management System, like they normally are.

Any questions?

Get in touch at [hello@heidihealth.com.au](mailto:hello@heidihealth.com.au) or visit [heidihealth.com](https://heidihealth.com)

