



Patient Informed Consent

Your doctor utilises a **note-taking tool called Heidi** to accurately and efficiently capture the details of our discussions and the outcomes of our appointments. **Heidi ensures that we can focus more on our conversation, and less on manual typing and note taking**, enhancing the quality of care you receive.

Your consent is crucial for us to use this technology. Please understand that your **information will be handled with the utmost care**, and **Heidi's use is aimed solely at improving your healthcare experience.**



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! 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.



Where is my data stored?

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



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.

By indicating consent on your Patient Intake Form you are agreeing to allow your clinician to use **Heidi** during your consultation. You can withdraw this consent at any time, or decline Heidi for individual consultations if you wish.