



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.



How is my medical information kept secure?

We use strict and robust access controls and comply with Australian privacy laws. 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 locally hosted in Australia. This is how we prioritise data sovereignty and enhance data security, while also ensuring compliance with Australian data protection regulations.



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.

Try Heidi - It's free

Learn more at
heidihealth.com



Trusted, safe and proven.



Still have questions?
compliance@heidihealth.com

This clinic is using Lyrebird Health

How Lyrebird Health keeps your information secure

Lyrebird Health recognises the value of privacy in healthcare and is committed to safeguarding patient data.

With strict compliance to Australian regulation, Lyrebird Health is designed to prevent unauthorised access, uphold patient anonymity, and securely dispose of sensitive data.



Transcription is performed exclusively within Australia



Audio file is immediately destroyed post-transcription.



Transcription is redacted of sensitive, personal identifying information received.



Post-redaction, the transcript is encrypted. It is not stored in its original form.



Only the concerned clinician can access your health data.



By default, data is stored on our Australian servers for only 7 days before being deleted.



Learn more about how Lyrebird Health is ensuring your privacy at <https://www.lyrebirdhealth.com/patient>