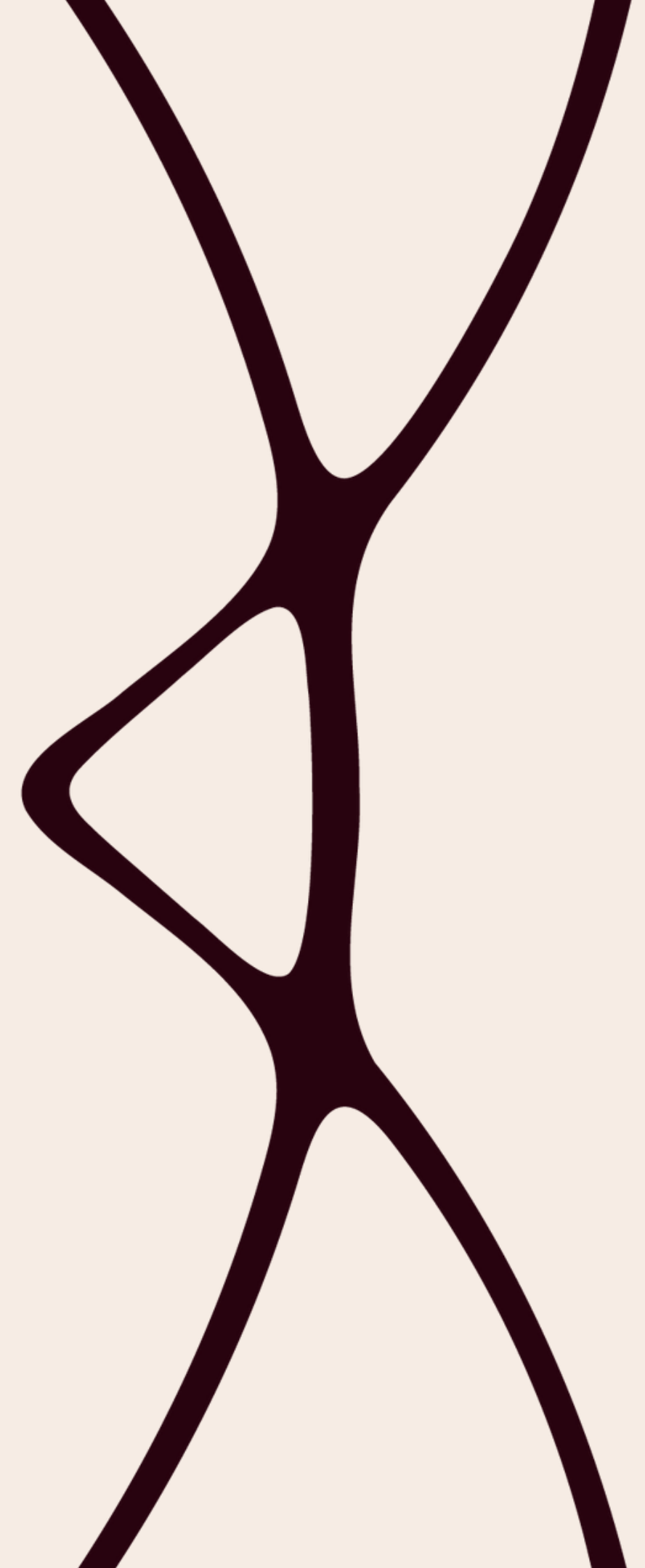




Heidi Health Introduction

✦ Heidi Health

✦ November 2025



The Documentation Challenge

in the NHS

The average clinician spends a third of their working week on admin today. The rise of the multi-tasking clinician has led to rising admin burden.

Admin Burden

Time shifts from patients to admin, increasing burnout, turnover risk, and reducing care continuity.

Clear ROI

Time shifts from patients to admin, increasing burnout, turnover risk, and reducing care continuity.

Clinician Impact

Boards need interoperable systems that support multi-team working in unpredictable and varied environments.

Interoperability



Giving clinicians time back to
focus on what matters most -
patient care

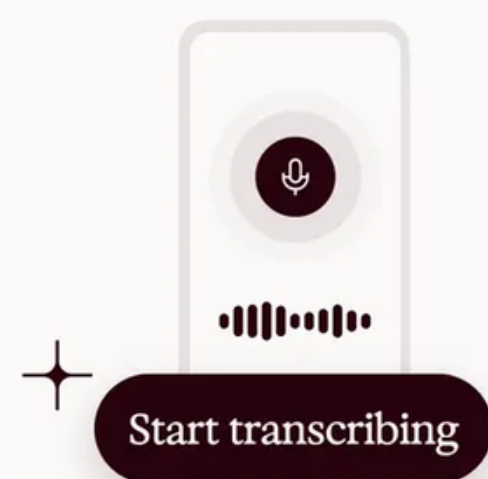
Product

Clinicians lose valuable time to documentation - Heidi gives it back with automated clinical notes



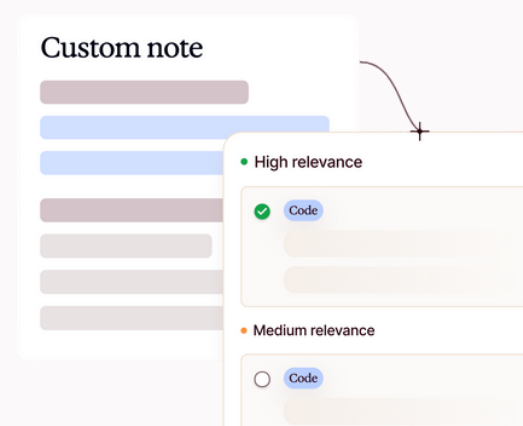
1. Transcribe

Simply press transcribe on your computer or phone, and Heidi instantly begins capturing your consultation with precision



2. Customise

Choose from versatile note templates like SOAP notes, H&P, follow-ups, operative notes, and more!



3. Create

Ask Heidi to create anything you need next - letters, adding medical codes or a patient summary



CHCP - Community Health Partnership deploying across multiple disciplines

GPs, Consultants, Allied Health Professionals, Advanced Practitioners, Specialist
Community Teams and Nursing staff

Challenge

- Implementing AI Scribe in a highly regulated, risk-averse healthcare environment, where benefits in complex settings remain unproven at scale. Administrative burden continues to hinder patient flow and clinician satisfaction.
- Hypothesis: Co-designed workflows and rigorous evaluation enable AI Scribe to improve note quality and clinician satisfaction across multiple clinical disciplines.
- The UK healthcare institution aimed to pioneer and measure AI's impact on clinical efficiency, documentation accuracy, and workforce wellbeing in high-volume care settings.

Solution

- We built clinician advocacy by appointing departmental champions to drive frontline adoption and peer support.
- We mapped tailored workflows across disciplines, ensuring alignment with existing clinical practices.
- We customised training materials designed collaboratively with clinicians to accelerate adoption and minimise workflow disruption.
- Article published here: [Link](#).

KPIs

~180

Additional patients per year

15-20 mins saved

Per patient on frailty assessments

>25%

Improvement across care, home, and virtual settings

97%

Activation and adoption with pilot users

50%

Reduction in spelling errors per consultation



Heidi

Healthcare innovation that's making headlines

As featured in:

BBC News: The Jean Bishop Centre Uses Heidi to Prioritise Care



Today Show: Heidi Helps Doctors Save Time in Australia



Compliance

One of the most compliant & secure scribes in the world

PDPA SG

ISO:27001

AICPA
SOC

aicpa.org/soc4so

APP

HIPAA

PDPO HK

GDPR

PIPEDA

NHS
Compliant

Cyber
Essentials



Data Encryption and Storage

All user data is encrypted in transit and at rest and stored in our locally hosted databases. We are ISO27001 certified, APP compliant ensuring our users that their data is handled with the utmost care.



Platform Hosting

Our platforms are hosted on dedicated servers exclusively for our users.



No Data Used in Training

Heidi does not use user data for model training. We also do not commercialise or sell any user data.



Data Protection

We employ advanced security measures like de-identification techniques, regular system audits, and penetration tests to prevent unauthorised access or misuse of our systems.

Roadmap

Today, Heidi is an AI scribe - tomorrow, we'll be every clinician's partner in care

