

Privacy Notice – Use of Heidi AI Scribe in Patient Consultations

Sydenham House Medical Centre is committed to delivering the best possible care to our patients. To enhance the quality and efficiency of our consultations, clinicians (your GP or a member of the multidisciplinary team within practice) may use **Heidi Health AI Scribe** during your appointment. This section provides information about what Heidi Health AI Scribe is and how your consent is managed.

What is Heidi Health AI Scribe?

Heidi Health AI Scribe is an advanced, secure digital assistant designed to support clinicians during consultations. It uses artificial intelligence to document medical notes, ensuring your clinician can focus on actively listening to your concerns and delivering personalised care, rather than spending time manually recording the notes. Clinicians review and approve the notes that have been captured prior to adding to the patient record.

- **Improved Interaction:** Allows clinicians to focus solely on the patient during the consultation.
- **Accurate Documentation:** Helps create precise, clear, and detailed medical notes for the patient record.
- **Time Efficiency:** Streamlines administrative tasks, giving clinicians more time to spend with their patients.

Patient Consent

Your privacy and comfort are our top priorities. Heidi Health AI Scribe only processes information discussed during your appointment and operates within strict privacy and data protection regulations. Before using Heidi Health AI Scribe, your clinician will explain its role and seek your verbal consent. You have the right to decline its use at any time.

- **Data Security:** Heidi Health AI Scribe complies with UK data protection laws, including GDPR, ensuring that your information is handled securely and confidentially.
- **Data Protection Officer:** The Heidi Health Data Protection Impact Assessment has been reviewed and approved by the Data Protection Officer for Hamstreet Surgery. .
- **Your Control:** If you prefer not to have Heidi Health AI Scribe involved, please do let your clinician know. This will not affect the quality of care you receive.