New Zealand

Heidi

How does it work?

Heidi lets your clinician 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 are compliant with the Privacy Act 2020 and the New Zealand Information Privacy Principles. 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 encrypted and securely stored on our cloud servers in accordance with leading industry standards. Due to cloud infrastructure limitations in New Zealand, data for NZ users is hosted in Australia.

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 and Terms and Conditions.

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?

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.

Get started

Download the desktop app today for the full Heidi experience.

heidihealth.com

SOC 2 · ISO:27001 · ISO:42001 · NZ Info Privacy Principles

110+ languages. Clinical context built in. Ready whenever you are.