

HEIDI HEALTH - FREQUENTLY ASKED QUESTIONS

WHAT IS HEIDI HEALTH?

A SECURE AI DOCUMENTATION ASSISTANT THAT HELPS YOUR PSYCHOLOGIST PREPARE DRAFT SESSION NOTES.

WHY IS IT USED?

IT REDUCES TIME SPENT TYPING SO YOUR PSYCHOLOGIST CAN FOCUS MORE ON YOU DURING YOUR APPOINTMENT.

DOES AI REPLACE MY PSYCHOLOGIST?

NO. AI DOES NOT MAKE DECISIONS, DIAGNOSES OR TREATMENT RECOMMENDATIONS. YOUR PSYCHOLOGIST REVIEWS AND APPROVES EVERY NOTE.

IS MY INFORMATION SECURE?

HEIDI HEALTH USES HEALTHCARE-FOCUSED SECURITY MEASURES INCLUDING ENCRYPTION AND RECOGNISED SECURITY STANDARDS.

IS THE SESSION RECORDED?

AUDIO IS PROCESSED TO CREATE A TRANSCRIPT FOR DOCUMENTATION. FOR LIVE CONSULTATIONS, HEIDI HEALTH STATES AUDIO IS NOT RETAINED AFTER TRANSCRIPTION.

WHO CAN SEE MY INFORMATION?

YOUR TREATING PSYCHOLOGIST AND AUTHORISED PRACTICE STAFF INVOLVED IN YOUR CARE. HEIDI HEALTH DOES NOT USE YOUR INFORMATION TO PROVIDE CARE INDEPENDENTLY.

CAN I OPT OUT? YES.

YOU CAN ASK YOUR PSYCHOLOGIST NOT TO USE HEIDI HEALTH AT ANY TIME. YOUR CARE WILL NOT BE AFFECTED.

WILL MY NOTES STILL BE CHECKED?

YES. EVERY NOTE IS REVIEWED AND EDITED AS NEEDED BEFORE IT BECOMES PART OF YOUR CLINICAL RECORD.

CAN I ASK QUESTIONS? ABSOLUTELY.

WE'RE HAPPY TO DISCUSS HOW HEIDI HEALTH IS USED AND ANSWER ANY PRIVACY QUESTIONS.

OUR COMMITMENT

HEIDI HEALTH IS USED ONLY AS A DOCUMENTATION AID. YOUR PSYCHOLOGIST REMAINS RESPONSIBLE FOR ALL CLINICAL DECISIONS AND THE ACCURACY OF YOUR CLINICAL RECORD.