
The use of Automated Transcription in consultation

Dr Luke Mooney uses automated transcription in consultation.

This technology allows for accurate note transcription recording the symptoms, signs and investigation findings as well as the diagnosis and management plan which are discussed in the consultation.

By utilising automated transcription technology, Dr Mooney is better equipped to focus on the interaction with his patients, without compromising on documentation of the consultation.

Should you wish to discuss this further, please ask Dr Mooney during your consultation.

Heidi AI and common questions:

Is the data encrypted?

Yes, your data is encrypted at rest as well as in transit. This means that any data is not able to be interpreted by a malicious actor.

Where are the Heidi AI servers located?

Heidi AI's commitment to data localization and sovereignty ensures that "Heidi AI" store user data within the same jurisdiction from which it originates. For users in Australia, Canada, the United States, the United Kingdom, and the EU, "Heidi AI" ensure that their data is stored locally within respective national boundaries. This approach aligns with "Heidi AI" dedication to respecting local data protection laws and regulations, and helps in providing a secure and compliant service for users.

How is data collected treated?

At Heidi, there is a committed to safeguarding your privacy and the integrity of your data. "Heidi AI" collect data to enhance the user experience, improve the product, and provide the user with personalized services. Here's what you need to know about "Heidi AI" data handling practices:

-Data Collection: "Heidi AI" collect information that the user provide directly, as well as data about how the user interact with the "Heidi AI" product, to continuously improve the user experience.

-Data Usage: The data "Heidi AI" collect is used to provide and improve "Heidi AI" services, support customer service inquiries, and develop new features that meet the user needs.

-Data Protection: "Heidi AI" implement robust security measures to protect user data from unauthorized access, alteration, disclosure, or destruction.

-Data Sharing: "Heidi AI" do not sell the user data to third parties. The user data may be shared with service providers who assist us in delivering our services, under strict confidentiality agreements.

-User Control: The User have control over your data. The user can access, amend, or delete user information upon request, in accordance with our Privacy Policy.

For more detailed information on "Heidi AI" data handling practices, please visit "Heidi AI" Privacy Policy at:

<https://www.heidihealth.com/legal/privacy-policy>.
