Date:	July 22, 2025
To:	NH Medical Staff
From:	Dr. Ronald Chapman, VP Medicine Helen Craig, Executive Director, Nurse Practitioners Dr. Tim Graham, Chief Medical Information Officer Jeff Hunter, VP Digital Health & CIO Bjorn Butow, Regional Director, CIS & Digital Transformation
Re:	**Empathia AI ambient scribe approved for use in Northern Health**

The Empathia Artificial Intelligence (AI) ambient scribe tool by MediEmma AI Software Services, doing business as Empathia AI, has been approved for use in Northern Heath (NH) operated clinical settings. This approval for use is based on NH completing the required Privacy Impact Assessment (PIA), Security Threat Risk Assessment (STRA) and policy review. Empathia joins the already approved Heidi AI scribe tool.

What is Empathia?

Empathia is an ambient scribe tool that leverages speech recognition, natural language processing, and AI to transcribe and automatically generate clinical documentation during patient encounters.

NH medical staff were polled over a 3-week period in April-May for their input on ambient scribe tools that NH should consider enabling within NH's clinical setting. Empathia and Heidi were the two most recommended products, with Microsoft's (formerly Nuance) Dragon product recommended third.

Visit the Ambient Scribe webpage for guidance on the appropriate use of these tools from NH, medical colleges, associations, and the Canadian Medical Protective Agency.

Next steps:

While NH has approved Empathia (and Heidi) for use in NH clinical settings, NH does not provide IMIT support for these tools and medical staff are responsible for their appropriate use in clinical settings. Medical staff may directly license, fund, and manage their use of Empathia. For Empathia IMIT support, please directly contact their support their using their online chat, support@empathia.ai or visit Empathia IT Support.

Visit the Ambient Scribe webpage for more resources, including setting-up Empathia.