

Date:	April 29, 2025
To:	NH Medical Staff
From:	Ronald Chapman, VP Medicine Tim Graham, Chief Medical Information Officer Jeff Hunter, VP Digital Health & CIO Bjorn Butow, Regional Director, CIS & Digital Transformation
Re:	Heidi AI ambient scribe approved for use in Northern Health

The Heidi Artificial Intelligence (AI) ambient scribe tool by Heidi Health has been approved for use in Northern Health (NH) operated clinical settings. The network filters that were preventing Heidi access have now been removed.

This approval for use of Heidi is based on NH completing the required Privacy Impact Assessment (PIA), Security Threat Risk Assessment (STRA) and policy review.

What is Heidi?

Heidi is an Ambient Scribe tool that leverages speech recognition, natural language processing, and AI to transcribe and automatically generate clinical documentation during patient encounters.

Visit the [Ambient Scribe webpage](#) for guidance on the appropriate use from NH, the colleges, associations, and the Canadian Medical Protective Agency.

Next steps:

While NH has approved Heidi for use in NH clinical settings, NH does not provide IMIT support for Heidi and medical staff are responsible for its appropriate use in clinical settings. Medical staff may directly license, fund, and manage their use of Heidi. For Heidi IMIT support, please directly contact the [Heidi Health Canada Customer Support](#).

Visit the [Ambient Scribe webpage](#) for resources on the recommended set-up of Heidi.

Besides Heidi, we would like to explore enabling one or two other small vendor tools within NH's clinical setting. Please complete a [quick online poll](#) on the other scribe tools that we should consider, by 10pm on May 2, 2025.