

Setting up Heidi for use in Northern Health

Northern Health (NH) has approved the Heidi AI Ambient Scribe for use in NH-operated clinical settings. Access and sign-up for the web tool through the vendor's [Canadian website](#).

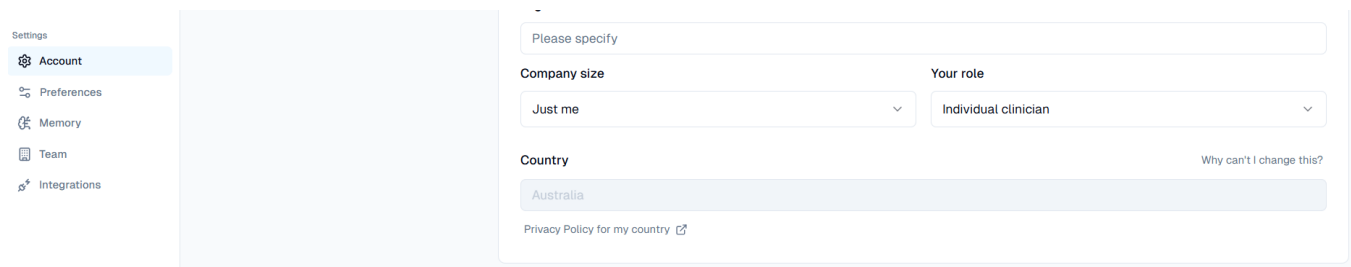
Medical staff may directly license, fund, and contact the [Heidi Health Canada Customer Support Team](#) for IMIT support.

To ensure appropriate set-up and use of Heidi, please complete the following:

1. Canadian Residency – ensure set to Canadian version

For Heidi data to remain within Canada, the Canadian version of Heidi must be used.

Go to **Settings > Account > About you > Country**



Settings

- Account
- Preferences
- Memory
- Team
- Integrations

Please specify

Company size: Just me

Your role: Individual clinician

Country: Australia

Why can't I change this?

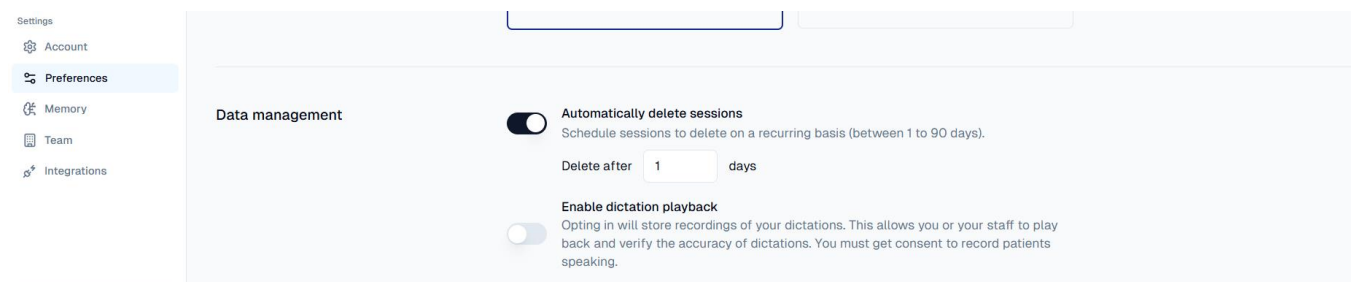
Privacy Policy for my country

If the country is not showing as Canada, change this by reaching out to Heidi. To reach them, click on the help button in app, or [contact support](#). For more see: [Change my Country in Heidi | Heidi Health Help Center](#)

2. Data Retention – set data retention limit to between 1-3 days

Due to best practices, we highly recommend at the that data retention be set to 1 day only.

Go to **Settings > Preferences > Data management > Automatically delete sessions**



Settings

- Account
- Preferences
- Memory
- Team
- Integrations

Data management

☒ **Automatically delete sessions**
Schedule sessions to delete on a recurring basis (between 1 to 90 days).

Delete after: 1 days

☐ **Enable dictation playback**
Opting in will store recordings of your dictations. This allows you or your staff to play back and verify the accuracy of dictations. You must get consent to record patients speaking.

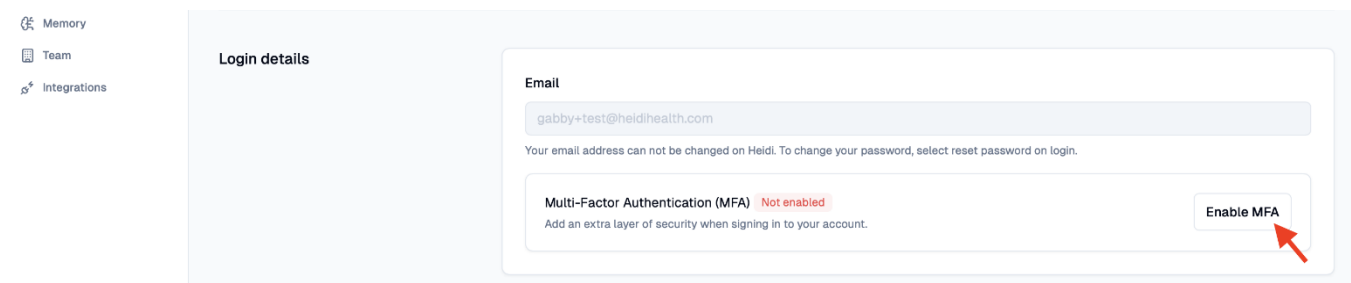
- You'll see an option to toggle: **"Automatically delete sessions"**
- Click the toggle to active the automatically deletion setting
- Now change the number of days to 1 so it states **Delete after 1 days**

For more see: [Data & Security in Heidi | Heidi Health Help Center](#) -and- [Automatically Delete Past Session in Heidi | Heidi Health Help Center](#)

3. Multi-factor Authentication (MFA)

MFA adds an extra layer of security to your **Heidi** account, helping to protect your data.

Go to **Settings > Account > Login Details > Enable MFA**



- You'll see two options: **"Set up later"** or **"Log out and set up now"**
- Click **"Log out and set up now"**
- Sign back in using your **Heidi account email**
- Choose one of the following **MFA methods**: (Authenticator app, Email, SMS)

For more see: [Multi-Factor Authentication \(MFA\) in Heidi | Heidi Health Help Center](#)

4. Transcription Accuracy – no stored recordings

AI capabilities in Heidi may "hallucinate," misinterpret information, or introduce biases. Prior to cutting and pasting the documentation from Heidi, medical staff must review and edit the AI transcribed documentation before inclusion into digital patient records. There is no stored audio recording to access for future review.

5. Additional Notice – Automated Transcription

Given the potential adoption for use of Heidi in providing services to NH clients, an additional Notice (as below) is recommended to be shared with NH clients, at the start of each visit.

Automated Transcription Notice

Northern Health (NH) has adopted use of automated transcription technology to improve the delivery of health care for our clients.

The technology uses a secured and approved artificial intelligence technology to transcribe real-time conversation between an NH clinician and client during a health care session, there is no audio recording.

The medically relevant words spoken during the health care session are automatically drafted into clinical documentation, which the NH clinician reviews and confirms in advance of manually copying into the client health record.

Historically, the medically relevant content from a verbal conversation between a clinician and their client during a health care session has always been entered manually into the client's health record by the clinician.

The use of automated transcription is a modern update to this practice, to further support NH improvements to health care services.

How it works

Automated transcription uses an artificial intelligence (AI) tool called an AI scribe to assist NH clinicians with clinical documentation.

This technology translates our verbal conversation during a health care session into written words and generates a written summary. This allows us to focus more on you instead of taking notes.

The summary is used to create clinical documentation, and only medically relevant content is retained.

The documentation is reviewed and finalized by an NH clinician before adding it to your medical record. The technology does not make medical decisions - it only drafts notes.

The automated transcription solutions used at NH are subject to compliance reviews, to ensure your health information is protected as required by law.

All temporary transcription content is deleted once the final clinical documentation is saved.

If you have any questions about how it works, please ask your doctor.

If you have questions about how your personal information is being managed, please contact the NH Information Privacy Office at privacy@northernhealth.ca.