

Privacy Notice – Use of Heidi AI and AccuRX Scribe in Patient Consultations

Newent Doctors Practice is committed to delivering the best possible care to our patients. To enhance the quality and efficiency of our consultations, clinicians (your GP or a member of the multidisciplinary team within practice) are trialling the use of Heidi Health AI and AccuRX Scribe and may use this during your appointment. This section provides information about what Heidi Health AI Scribe and AccuRX Scribe are and how your consent is managed.

What is Heidi Health AI Scribe and AccuRX Scribe?

Both Heidi Health AI Scribe and AccuRX Scribe are an advanced, secure digital assistant designed to support clinicians during consultations. It uses artificial intelligence to document medical notes, ensuring your clinician can focus on actively listening to your concerns and delivering personalised care, rather than spending time manually recording the notes. Clinicians review and approve the notes that have been captured prior to adding to the patient record.

- Improved Interaction: Allows clinicians to focus solely on the patient during the consultation.
- Accurate Documentation: Helps create precise, clear, and detailed medical notes for the patient record.
- Time Efficiency: Streamlines administrative tasks, giving clinicians more time to spend with their patients.

Patient Consent

- Your privacy and comfort are our top priorities. Both Heidi Health AI Scribe and AccuRX Scribe only processes information discussed during your appointment and operates within strict privacy and data protection regulations. You have the right to decline its use at any time.
- **Your Control: If you prefer not to have both Heidi Health AI Scribe and AccuRX scribe involved, please do let your clinician know. This will not affect the quality of care you receive.**
- Data Security: Both Heidi Health AI Scribe and AccuRX Scribe complies with UK data protection laws, including GDPR, ensuring that your information is handled securely and confidentially.

- All Data that identifies you stays within the practice and its servers which are UK based, no identifiable data is used by the AI tools for machine learning.
- Heidi Health AI Scribe and AccuRX Scribe will not make decisions about your care, it only transcribes verbal interactions with the practice, with your consent.

More information about the Heidi model can be found on the Heidi website here:

[Compliance, Data & Privacy | Heidi Health Help Center](#)

More information about the AccuRX Scribe model can be found on the AccuRX Help Centre: -

[Patient Support: My GP wants to use a 'Scribe' in my appointment | Accurx Help Centre](#)