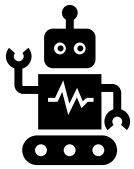
Heidi Scribe: Patient Information Guide

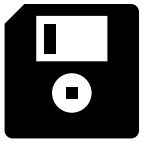


What is Heidi Scribe?

Heidi Scribe is an AI-powered dictation tool that assists healthcare professionals in creating clinical documentation, such as notes and referral documents, after your consultation. This helps ensure that your medical information is recorded accurately and efficiently.

How Does Heidi Scribe Work?

- GP Dictation: After your consultation, your GP will use Heidi Scribe to dictate notes into the system, describing the key aspects of your visit, diagnoses, and any required referrals.
- AI Processing: The system uses AI to transcribe the spoken dictation into text, which your doctor reviews and finalises.
- No Patient Recording: Heidi Scribe does not record the actual consultation or any conversations between you and your doctor. It only captures what the doctor dictates after you have left.



What Data Does Heidi Scribe Use?

- Audio Data from Dictation: Only the GP's dictation is processed. No direct audio from your appointment is used.
- Transcription Data: Text generated by the dictation is used to draft clinical notes and referral documents.

- Data Storage: Temporary audio data from the dictation is deleted 7 days after transcription is completed.

Why Is Heidi Scribe Used?

- Improved Accuracy: The system helps your GP document your care accurately and efficiently, reducing the chance of errors.
- Efficiency: Streamlines the creation of notes and referring you for more care. Allowing your doctor or nurse to spend more time on patient care.

Limitations and Potential Issues

- Transcription Accuracy: While highly accurate, the AI may occasionally misinterpret medical terms or nuances from the dictation. This is why your doctor, or nurse reviews and corrects the transcribed notes.
- No Context from Consultation: The system relies on the memory of the clinician who may miss items that you relayed during your appointment.

How Is My Data Protected?

- Data Security: All data is encrypted to prevent unauthorised access.
- Access Control: Only authorised healthcare professionals involved in your care can access the transcription and notes.
- Privacy: Your privacy is protected as no direct recording of the consultation occurs, and the system complies with data protection laws,

including GDPR.

What Are the Benefits to You?

- More Time for Your Care: With streamlined documentation, your doctor can focus more on your needs during consultations.
- Consistent Record Keeping: Helps maintain accurate and detailed records of your care.

How Can You Get More Information or Raise Concerns?

- Contact your practice or the Data Protection Officer (emma.cooper35@nhs.net) if you have any questions or concerns.

Appendix B – Explainability Materials (Level 2 - Regulators)

1. System Overview

Heidi Scribe is an AI-powered dictation tool used by healthcare professionals to create clinical notes and referral documents. It processes dictations

made by clinicians after patient consultations, enhancing documentation accuracy and efficiency.

2. System Architecture and Components

Audio Capture Module: Captures audio of the clinician's dictation after the patient has left. No direct audio from patient consultations is recorded or processed.
Speech Recognition Engine: Uses NLP models trained on medical terminology to convert the clinician's spoken dictation into text.
Text Processing Module: Processes the transcribed text to generate structured clinical notes and referral documents.
Human-in-the-Loop Review: The clinician reviews and edits the transcribed notes to ensure accuracy before they are finalised and saved in the electronic health record (EHR) system.
Data Storage and Deletion: Temporary audio data from dictation is stored only during the transcription process and is deleted immediately after the notes are finalised.

3. Data Flow and Handling

Data Input: Only the GP's dictation is captured and processed. No patient interactions or consultations are recorded.
Data Processing: Audio from dictation is immediately transcribed into text using the Speech Recognition Engine.
Data Review: Clinicians review and edit the generated notes to ensure they accurately reflect the intended documentation.

Data Output: Finalised notes are saved into the patient's clinical record. Temporary dictation audio is securely deleted post-transcription (7 days).

4. Security Measures

Encryption: All data is encrypted in transit and at rest using AES-256 encryption standards.
Access Control: Only authorised users have access to transcribed data. Role-based access control (RBAC) is enforced.
Audit Trails: Detailed logs are maintained for access, edits, and data processing activities for accountability.
Data Minimisation: Only audio from dictation is processed, not any direct patient interaction, aligning with data minimisation principles.

5. Limitations and Known Issues

Transcription Errors: Errors may occur due to unclear dictation, rapid speech, or mispronunciation of medical terms. Clinicians are required to review and correct all transcriptions.
Dependence on Dictation Quality: Performance is reliant on clear and distinct dictation by the clinician. Background noise or unclear speech can degrade accuracy.
No Context from Consultation: The system lacks contextual awareness of the patient interaction, relying entirely on the clinician's dictated notes for accuracy.

6. Incident Response and Reporting

Error Detection: System logs and clinician feedback are monitored to detect transcription errors.

Incident Logging: Any transcription inaccuracies or issues are logged into an incident management system.

Corrective Actions: Incidents trigger reviews, root cause analysis, and adjustments to AI model training as necessary.

Communication: Affected parties are informed of transcription errors that impact patient care, with documentation of corrective measures.

7. Compliance with Regulatory Requirements

GDPR Compliance: Heidi Scribe adheres to GDPR requirements, including transparency, purpose limitation, and secure data handling.

Transparency to Patients: Patients are informed of the system's use and limitations, and can raise objections or concerns.

Data Protection Impact Assessments (DPIA): Regular DPIAs are conducted to identify and mitigate risks associated with the dictation process.

8. Mitigations and Safeguards

Human Oversight: Clinicians review all transcriptions, providing a safety layer to correct potential errors.

Continuous Model Training: AI models are retrained periodically to improve performance and adapt to diverse dictation styles.

Fallback Procedures: Manual documentation processes are available in case of technical failure.