Heidi AI

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Zedmed's Heidi AI scribe integration can generate AI-enhanced clinical notes and transcripts from voice input, including consultations. The notes use a template and can be edited before saving to the patient's record.

For assistance with Heidi-specific functions, please visit the Heidi Support page. We also recommend reading Zedmed's FAQ.

Considerations

Heidi must be set up first

Follow the steps in the Heidi AI setup guide to enable Heidi in Zedmed and create a subscription. A Practice plan is required, and when you sign up using Zedmed, you will start with a 30-day free trial.

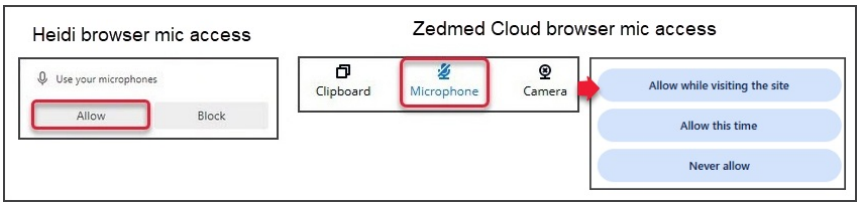
Functionality
Zedmed's integration generates clinical notes that you can add to a patient record or copy and paste into a document or letter. You can use other Heidi functions included in your subscription via Heidi's online portal.

Consent
Consent for the use of Heidi Health (AI medical scribe) may be collected during patient registration or verbally confirmed at the start of your consultation.

Microphones
To record patient audio, you'll need a microphone that captures sound from the room (for in-person visits) or from your speakers (for telehealth). An external microphone works best. While models like the ***Elgato Wave*** or ***Razer Seiren*** are popular, any good-quality microphone within your budget will work.

Microphones on-prem
The first time you use Heidi, a microphone access prompt will open beside the Heidi widget. Respond **Yes** to allow access. If **No** is inadvertently selected, visit the FAQ page section "Why doesn't my microphone work?"

Microphones with Zedmed Cloud
1. The first time you use Heidi AI, select **Allow** in the browser microphone dialogue.
2. When using Heidi, click the **Microphone icon** in the cloud menu to turn it blue (on). The first time, it will display an allow request.
Note: If you accidentally click Block, see the unblock instructions in the Cloud FAQ.



To optimise microphone use, we recommend selecting **Remember device settings** within the **Preferences** > **Audio**

& Video menu.

Managing multiple patients
If multiple patients are open in Clinical, Heidi's widget shows the selected patient and only applies to that patient. So, select the correct patient when recording. If you swap the patient while recording, the recording will stop.

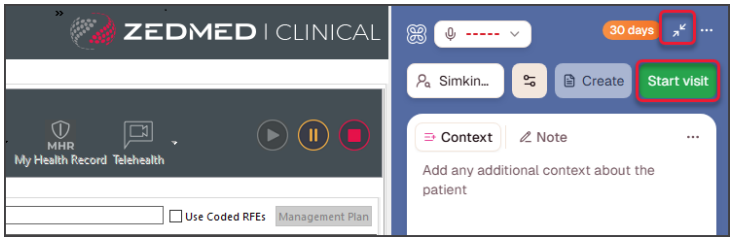
Display
Due to the screen space required, Heidi requires a minimum of 1360x768 at 100% Scale (1920 x 1080 recommended).

Generate clinical notes in Zedmed

Heidi AI creates a session for each patient, and any information added to Heidi for that patient will be accessible for 24 hours after the first recorded input.

To use Heidi in Clinical:

1. Admit the patient, or open a patient record and start the encounter.
    - The patient's name will appear in the Heidi widget.
    - The encounter must be running to add notes to the patient using the **Push** function.
2. Expand Heidi AI using the upper-right arrows.
3. Select **Start visit**.
4. If using Zedmed Cloud, select **Allow** if prompted by your browser.



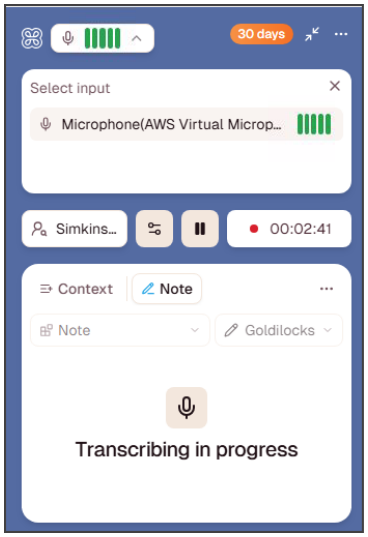
5. **If the microphone is not detected**

    Check that the mic is unmuted in the Heidi widget.

    For Zedmed Cloud, check that the mic is unmuted in the Cloud menu and that the microphone has browser access.

6. Record your clinical observations using your microphone.

    You can do this by recording the consultation or recording your observations afterwards. The widget will show the recording status and duration.



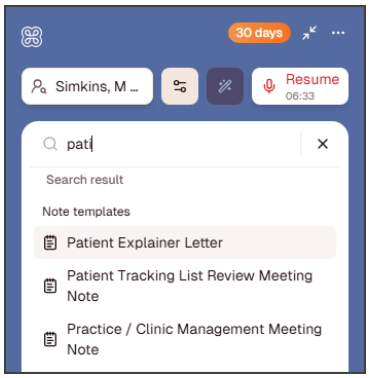
7. When you have finished recording, select the recording status field.

   The field changes to an **End session** button when you hover over it. Heidi stops recording and shows the available templates.



8. Select the Template you want to use.

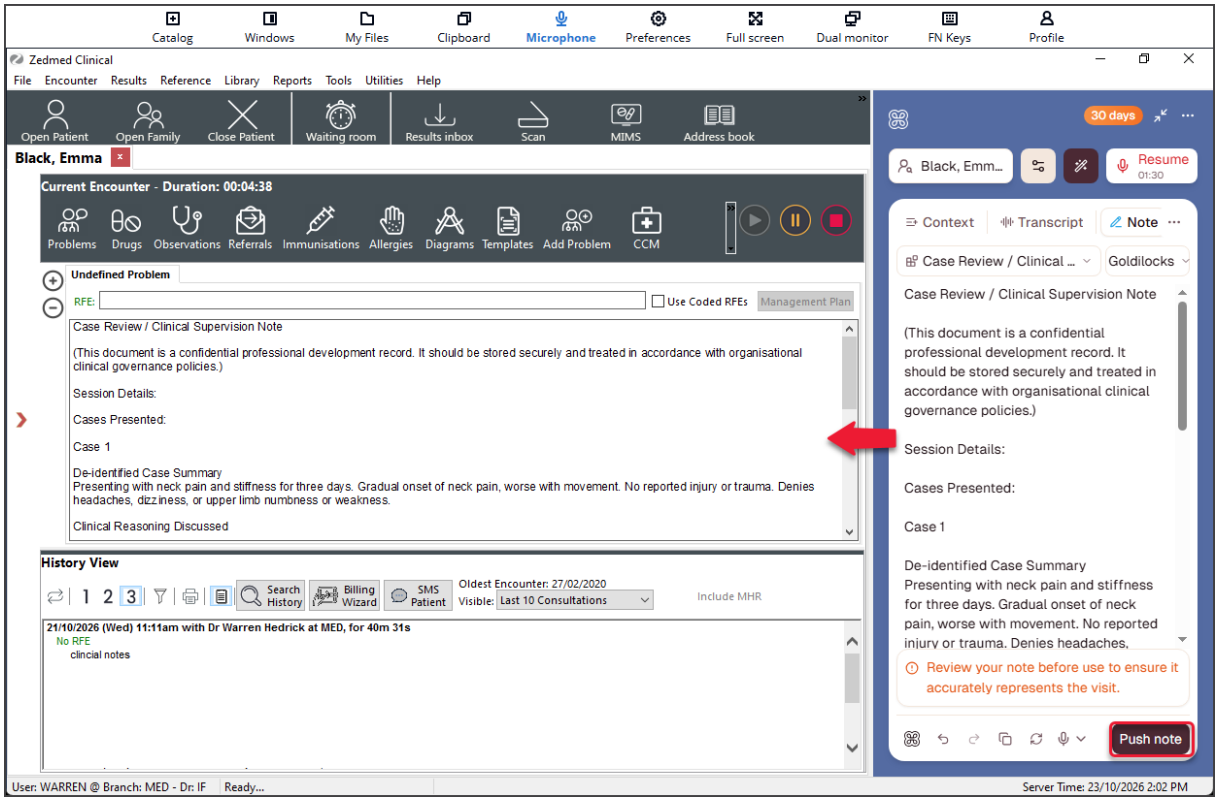
   Templates determine how the information is structured. Your practice can create a set of templates, or you can use the templates provided. Learn more.



9. Once you select a template, Heidi will create AI-generated notes using the recorded input.
10. Select the level of detail (Optional).

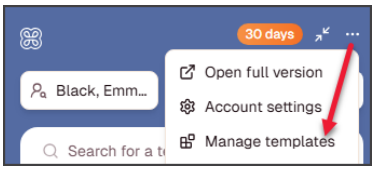
    The default is **Goldilocks** - just right.
11. Review the notes and edit them manually if needed.
    - Select the **Transcript** button to view the original transcript the AI Note is based on.
    - Select the **Resume** button to add more notes.
12. Select **Push note.**

    The AI transcript will be added to the clinical notes section of the patient's clinical record.

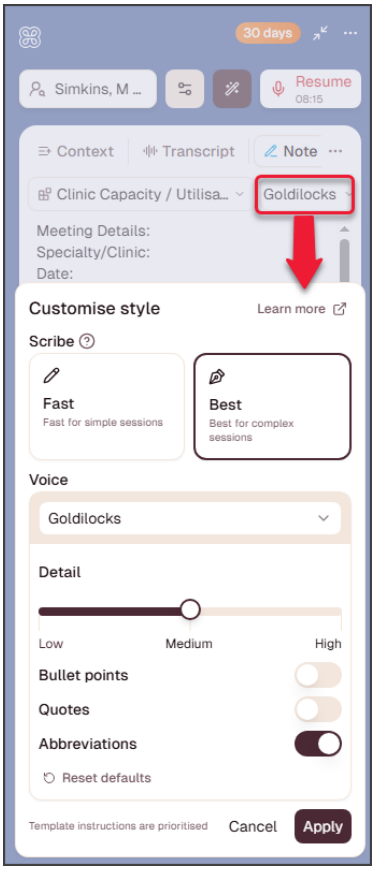


Managing templates and styles

Templates are managed in the Heidi portal and accessed from the **Manage Templates** menu. Learn more.



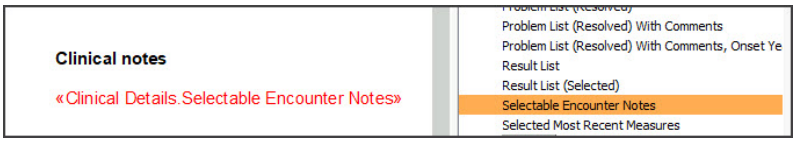
Heidi is a feature-rich AI scribe. For best results, the practitioner should review the available options.



Add notes to a letter

You can add clinical notes created by Heidi AI to a letter using the **Selectable Encounter Notes** merge field.

1. Open the letter template with the **Selectable Encounter Notes** merge field.
2. When prompted, select the Problem/RFE to add the notes.



Selecting the timestamp will not add the notes. The letter will open with the clinical notes.

Heidi Webinar

This is a recording of the public Heidi AI webinar presented on 8 May 2025.