

Buyer's Guide

Why this Guide?

If you're evaluating AI-based solutions to cut down on admin burden, this guide will help you understand:

- How Heidi works - key features and workflow
- How to ensure legal compliance and data security
- Pricing options with detailed breakdown and FAQs
- Ongoing support and testimonials (case study ROI)

Who we are

Heidi Health is an AI-powered medical scribe that generates structured clinical notes and documentation, streamlining consultations to reduce administrative burden. By improving workflow efficiency, Heidi enhances clinician morale and the patient experience.

How Heidi Works

Heidi is your AI scribe, capturing consultations and generating structured notes, referral letters, and patient documents in real time.

Key Features



AI Transcription

Heidi securely captures what is said during a consultation, identifying the people involved in the consultation, key medical terminology, and symptoms



Clinical Documentation

Generates a highly accurate and neatly formatted clinical note that can be pasted into the Electronic Health Record.



Instant Document Generation

With a single click, generate referral letters, discharge summaries, or patient information documents.



Customizable Docs & Templates

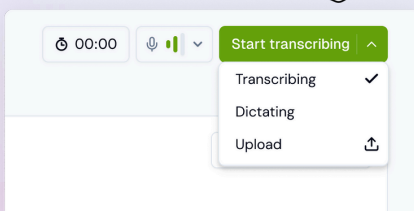
Templates are what makes Heidi write like you would, either create them yourself or let us do the heavy lifting.

The Heidi Workflow



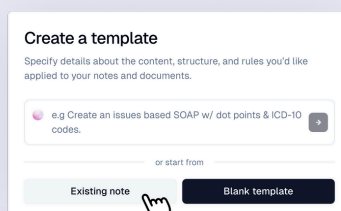
1. Transcribe

Simply press transcribe on your computer or phone, and Heidi instantly begins capturing your consultation with precision



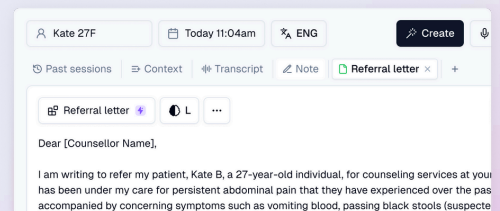
2. Customise

Choose from specialty-aligned notes like SOAP notes, routine follow-ups, sub-specialist clinic notes and more!



3. Output

Ask Heidi to create anything you need next - letters, adding ICD-10-CM and SNOMED codes or a patient summary



Compliance, Data Security & Governance

At Heidi

Trust is at the core of everything we do



We don't use your data at all

We champion transparency and give you full control over your data, with rights to access, correct, or raise concerns. Our practices are continually refined to stay in sync with the latest privacy standards.



Everything is stored securely

All data from you is stored in your country, on location-specific servers. Your data is in your hands.



No audio file ever exists

Heidi does not store any audio from the session – it is simply live transcribed into text, which is kept on Heidi only for as long as you would like.



Data Encryption & Storage

All user data is encrypted in transit and at rest and stored in our UK hosted databases. We are ISO27001 certified, NHS & GDPR compliant ensuring our users that their data is handled with the utmost care.

Trusted by tens of thousands of clinicians



Data Security

We employ advanced security measures like de-identification techniques, regular system audits, and penetration tests to prevent unauthorized access or misuse of our systems.



Compliance Documentation

We have extensive compliance documentation that we are happy to share and can be used as a starting point for all legal and regulatory compliance. We recognize this can be a confusing process, hence we have a dedicated compliance team ready to support you and your team with any questions or queries you have along the way.

There's a Heidi that's right for you

USD (\$) ▾

	Free	Pro	Together Most popular	Enterprise
	Free for everyone	For individuals	For teams	For organisations
	\$0	\$99 USD Billed annually <input type="radio"/> monthly	\$1,199 USD Billed annually per user	Custom Flexible billing
Free features:	<ul style="list-style-type: none"> ✓ Unlimited consults ✓ Unlimited dictation ✓ 10 x Pro actions ✓ Basic customer support See more	Everything in Free, plus: <ul style="list-style-type: none"> ✓ Custom templates ✓ Unlimited Pro actions ✓ Unlimited AI documents ✓ Priority customer support See more	Everything in Pro, plus: <ul style="list-style-type: none"> ✓ Template creation ✓ Team template sharing ✓ Team MFA ✓ Priority customer support See more	Everything in Together, plus: <ul style="list-style-type: none"> ✓ Tailored to your system ✓ Multi-team management ✓ Coding workflows ✓ SSO & user directories See more
	Get started	Try 14 days free Talk to us	Try 14 days free Talk to us	Talk to us

Compare our plans

Find one that's right for you

🔗 Core ^				
Generate notes and documents	✓	✓	✓	✓
Context	✓	✓	✓	✓
Custom templates	10 Pro Actions per month	✓	✓	✓
Ask AI	10 Pro Actions per month	✓	✓	✓
EHR Integrations	—	—	—	Integrations
👥 Collaboration ^				
Email notes and documents	✓	✓	✓	✓
Public template sharing	✓	✓	✓	✓
Private team template sharing	—	—	✓	✓
⚙️ Administration ^				
Teams	—	Unlimited	Unlimited	Unlimited
Centralized billing	—	—	✓	✓
Custom terms of service	—	—	—	✓
🛡️ Security and Compliance ^				
Data encryption at rest and in transit	✓	✓	✓	✓
Custom retention policies	For individual	For individual	Set default for team	Set default for organization
ISO27001:2022 certification	✓	✓	✓	✓
SOC2 certification	✓	✓	✓	✓
HIPAA	✓	✓	✓	✓
Organisation BAA	✓	✓	✓	✓
GDPR	✓	✓	✓	✓
NHS and Cyber Essentials	✓	✓	✓	✓
PIPEDA	✓	✓	✓	4
APP	✓	✓	✓	✓
Organisation specific silo & hosting	—	—	—	✓

Pricing FAQs

Why is there a free version of Heidi forever?

Heidi offers a free plan to ensure accessibility and engagement for all healthcare professionals. By allowing users to experience the free product, Heidi provides enough time for clinicians to see its value and consider upgrading for more personalized features. This approach not only supports health equity by making AI tools available to more users worldwide, but also helps us gather valuable feedback to keep improving. Ultimately, the free plan aims to save time for clinicians while promoting broader adoption.

What is the main difference between Free and Heidi Pro?

The main difference between the Free and Heidi Pro plans is the level of customization and additional features. The Free plan provides unlimited note generation using basic templates with only 10 Pro Actions per month, while the Heidi Pro plan offers unlimited custom templates, unlimited Pro Actions, and unlimited access to Ask Heidi AI for advanced document generation and personalization. Additionally, Pro users can set up a team solely for accounting purposes, to get all the billing into one place.

When should I upgrade to the Together plan?

Consider the Together plan if your team requires collaboration tools to work seamlessly with each other. This plan is ideal for teams that need to share templates, have multiple users accessing content, or require session sharing features, such as enabling an admin to produce secondary documents from a doctor's notes. It also benefits solo practitioners using integration partners for their patient records such as MedicalDirector, Athenahealth, Semble, Halaxy, and more. With team multi-factor authentication (MFA), template creation services, and priority customer support, the Together plan is designed to streamline workflows and enhance collaboration for both teams and individual users with advanced needs.

Pricing FAQs

How do I know if Heidi Enterprise is right for me?

If you are part of a large organization that requires customized solutions beyond the features offered in the Together plan, Heidi Enterprise is the right option for you. Enterprise is ideal for teams needing custom system integration, multi-team management, coding workflows, and single sign-on (SSO) with user directories. This plan is designed to support complex organizational structures and can be personalized to fit your specific needs. If you're unsure, [contact our sales team](#) to discuss how Heidi Enterprise can be tailored for your organization.

Can I switch between Heidi pricing plans?

Yes, you can switch between Heidi pricing plans through your account settings. If you're upgrading from Free to Pro, just log in to your Heidi account, navigate to the Account section, and click the purple "Upgrade" button to complete the process. To switch from Pro Monthly to Pro Annual, you can do it directly in your account settings. [To move from the Together plan to Pro Annual](#), simply go to the Billing Portal in your account settings, click "Update subscription," select the Pro plan, and confirm the update. Note that downgrading from Together to Pro will result in the loss of access to integrations and team templates.

Is Heidi worth it?

If you're looking to save time on documentation and streamline your clinical workflows, Heidi could be a great investment. [Customers around the world](#) report increased satisfaction, reduced stress, and better work-life balance after adopting Heidi. We're a team of clinicians genuinely trying to change clinicians' lives. With a strong commitment to [data security and patient safety](#), Heidi helps ensure you can stay aligned with industry standards. Currently supporting over 1.5 million consultations every week, Heidi quietly works in the background so you can focus more on patients and less on paperwork. Whether you're part of a solo practice or a large healthcare system, Heidi is here to free up your time, have more billable hours, and supercharge your patient care.

Ongoing Support

Template Support (Together, Enterprise)

Our Medical Knowledge Team can work with you to build out new templates or refine existing ones.

Custom bespoke templates such as PIP pro-forma's or specialised clinic progress notes enhance accuracy for specialised clinics and unique clinical pathways.

Customer Support

Live Chat & Email: Get instant help from our tech and clinical experts.

Knowledge Base: Updated regularly with tips, troubleshooting, and new feature alerts.

Customer Success Team (Enterprise)

Our internal customer success team is experienced at guiding you through the onboarding process and at answering any queries you may have, for example:

- How do I add other clinicians?
- How do I set up my templates?
- How should I measure the impact of Heidi in my practice or PCN?

Quantifying the Benefits

“I started using Heidi and I've just been telling everybody it saves me an hour a day minimum. It's revolutionary. **GP Partner**”

Modality Group case study

51% ^(2 minutes) Reduction
in time spent per consult on documentation

61% ^(21 minutes) Reduction
in time spent daily outside of working hours on documentation

38% Increase
In satisfaction with note quality

33% Increase
In confidence that notes fully reflect consultation

45% Increase
In satisfaction with work-life balance

58% Decrease
In stress associated with documentation requirements

Testimonials

“The tool has allowed me to engage with patients in a more attentive manner, and not being distracted by note keeping.”

“The referral ability is also game changing reducing my admin time significantly.”

“It has saved me time and made my clinics less stressful. I can spend more time focussing on my communication.”

“I have also used it for tutorials and appraisals with trainees and colleagues -it has been excellent at summarising these.”