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Ambient Voice
Technology



Patient information

Ambient Voice Technology



Excellent patient care, together

What is Ambient Voice Technology?

Ambient Voice Technology (AVT), sometimes called a digital note-taker, helps doctors and other clinicians write notes during appointments. It listens to the conversation between the clinician and the patient and turns it into clear, organised medical notes in real time.

We use a system called Heidi. It has been carefully checked for safety at both a national level and within our Trust before being introduced. We continue to review Heidi regularly to make sure it remains safe and meets our standards.

Why are we using Ambient Voice Technology?

Using this technology has several benefits:

- **Better appointments:** Clinicians can focus fully on you during your visit, rather than spending time typing or writing notes.
- **Clearer medical records:** It helps create accurate and detailed notes that can be easily reviewed and updated.
- **More time for care:** By reducing paperwork, clinicians can spend more time looking after patients.

Is it safe and secure?

We understand that some people may have concerns about the use of AI technology. Your privacy and confidentiality are very important to us. The Trust has carried out thorough safety checks to make sure the system is secure.

Heidi meets UK data protection laws, including UK GDPR. Its information systems are also certified to ISO 27001 standards, which means they meet recognised standards for keeping data safe.

How is my data used?

Heidi collects and uses data in three main ways:

- **Being open:** Heidi explains clearly in its Privacy Policy¹ and Terms and Conditions² how your data is used.
- **Only collecting what is needed:** Heidi only collects information that is necessary to provide the service or improve how it works.
- **Keeping data secure:** Heidi limits how your data is shared, stored and used to make sure it is protected.

Heidi's approach means that any information collected has a clear purpose: either to provide the service or to improve how accurate and effective it is.

¹ <https://www.heidihealth.com/en-gb/legal/privacy-policy>

² <https://www.heidihealth.com/en-gb/legal/subscribe-terms-of-use>

Where is my data stored?

The conversation is turned into written notes as it happens. No audio recordings are kept or stored. Any notes the clinician saves from your appointment are added to your electronic health record.

Heidi makes sure that all data is stored within the UK. This helps keep your information secure and ensures it follows UK data protection laws.

Do I have to give consent?

It is our duty to be transparent when AVT is being used. Your doctor may not ask explicitly for your consent, however your clinicians will inform you that the technology is being used in your consultation. You can withdraw your consent at any time.

What will happen at my appointment?

If this technology is used during your appointment, a microphone will record the words spoken between you and your clinician. This may be through a computer, laptop, lapel microphone or desktop microphone.

Your appointment will take place as normal. Your clinician will spend less time typing, so they may be able to focus more on you.

The technology turns what is said into written text straight away. At the end of the appointment, it creates a summary and a clinic letter.

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PALS

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Language



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Survey - Friends and Family Test

We welcome feedback about your care, this feedback is shared with all staff so that we can improve patients' experience. Click this [link](#), scan the QR code with your smartphone or type in: bit.ly/4o3QVFJ.



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