Heidi AI FAQ

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Zedmed's Heidi AI integration uses voice input to generate AI-enhanced clinical notes and consultation transcripts. Before it is added to a patient's file, all generated content can be reviewed and manually edited. Requires Zedmed v38.

For detailed information about Heidi AI, see the Heidi support page.

- **What does Heidi do?**

- **What version of Zedmed is needed for Heidi AI**

- **Where can I get help on how to use Heidi?**

- **What does Heidi cost?**

- **What type of subscription do I need?**

- **I'm already registered with Heidi. Can I use my existing Heidi account with the Zedmed integration?**

- **Who is billed for the Heidi subscription?**

- **Can I make and share templates and create letters?**

- **Do I need a microphone?**

- **What microphone should I use?**

- **Why doesn't my microphone work?**

- **Can I use Heid to create letters?**

- **How can a patient consent for a practitioner to use Heidi AI and does this need to be done for each visit?**

- **How does Heidi perform on long consultations, for example, a one-hour psychotherapy session?**

- **Is the information provided during a consultation used to help build the knowledge within Heidi?**

- **How can a live transcript be edited? What if there is an error?**

- **Can you configure your own Heidi account to resolve common mistakes made in the AI-generated notes?**

⚠ **Can a consultation be conducted in another language? Can Heidi AI translate?**

⚠ **When you start the Heidi recording, is there a confirmation or indication that the recording has started?**

⚠ **Can Heidi be used with HealthLink SmartForms?**

⚠ **Heidi is used in Zedmed via the clinical sidebar. Can you also use features in Heidi's online portal?**

⚠ **Does Heidi create content for clinical letters?**

⚠ **Do I need my own account to create templates for clinicians?**

⚠ **Are transcripts stored in Heidi so letters can be created the next day for example?**

⚠ **When will Zedmed's integration support letter and templates?**