

CND OHT Leads with Heidi's Ambient AI - And the Results Speak.



The Cambridge North Dumfries Ontario Health Team is a group of 40+ agencies and health services providers from Cambridge, North Dumfries and the Waterloo Region serving 150,000+ people. They introduced Heidi to ease documentation demands and reduce administrative burden for clinicians, creating a greater capacity to deliver timely care.

🔗 Vision

"Our priority has always been to improve provider and patient experience and wellbeing. These results are a clear step towards a more sustainable and human-centred healthcare system."


- Raymond Dolch,
Digital Health Lead, CND OHT


🧩 Problems


- Excessive documentation leading to burnout
- Reduced face-to-face time with patients
- Overtime spent on notes
- Sessions shortened to fit in note-taking

🔗 Key Outcomes

 **100%**
report
increased
presence with
patients

 **530+ hrs**
saved on documentation
(11 min avg per consult)

 **90%**
report lower stress &
reduced burnout

 **80%**
enjoy their job
more using Heidi

 **2.9k+**
patient consults
weekly on Heidi

 **70%**
cite greater
accuracy in notes



"I just find I have so much more to give at the end of the day."

— Dr. Adam Wilson, Family Medicine Physician, CND OHT

Heidi

 **Support your clinicians where it matters**

Email hello@heidihealth.com or visit heidihealth.com

