



Service Definition





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Clinical AI that makes mental healthcare more human

Limbic exists because, in the right hands, AI can enhance humanity in healthcare. By improving intakes and assessments, performing much of the diagnostic heavy lifting, and increasing engagement before and during care, Limbic frees therapists to focus more time on the human aspects of therapy.

Proven over nearly 500,000 patients, and backed by a team with more than 8,500 scientific citations, we've built the first and only AI chatbot to earn the UK's Class IIa medical device status.

We are the global leader in clinical AI for mental healthcare – and we're just getting started.

"From a staff morale perspective and wellbeing perspective, these changes have had a really positive impact on our team...Limbic saves so much time."

Daniel Moran

Team Manager, NHS Bradford and Craven District Talking Therapies



Limbic Access

AI-powered clinical assessments and diagnostic decision support

- ✓ Greatly expand patient access and engagement
- ✓ Enhance diagnostic accuracy and patient satisfaction
- ✓ Spend less time on assessments and more on therapy

UP TO
50%
REDUCTION IN
ASSESSMENT TIMES
Leading to higher
clinician and patient
satisfaction



HEALTH EQUITY
179%
INCREASE IN ACCESS
FOR NON-BINARY
INDIVIDUALS
40% increase amongst
Black individuals

naturemedicine

UP TO
90%
REDUCTION IN
RECOVERY COSTS
From a real-world,
multisite study of
58,000 patients



Limbic Care

Clinical AI assistant for caseload management and 24/7 patient support

- ✓ Track patient progress from referral to discharge
- ✓ Transcribe notes and reclaim clinical hours
- ✓ Give patients on-demand conversational support

RELIABLE
RECOVERY
21%
INCREASE
In the first multi-site
study of its kind on a
generative AI care app



TREATMENT
DROPOUTS
23%
DECREASE
Leading to increased
engagement and better
clinical outcomes



RELIABLE
IMPROVEMENT
21%
INCREASE
In the first multi-site study
of its kind on a generative
AI care app

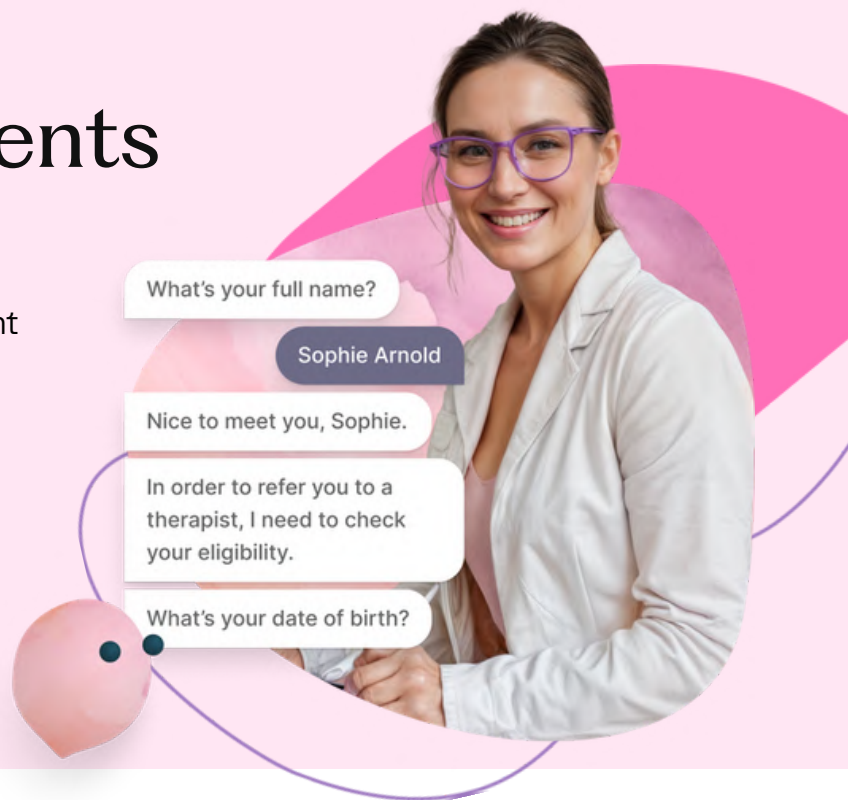


AI assistant for clinical assessments and diagnoses

Limbic Access is a conversational AI for patient intakes, triage, and clinical decision support.

It gives time back to your clinical and administrative staff —while dramatically improving patient outcomes.

Backed by years of published research and proven across hundreds of thousands of patients, Limbic Access is the most advanced clinical AI in mental healthcare.



45%

FEWER CHANGES IN
TREATMENT
ALLOCATION

92%

DIAGNOSTIC
RELIABILITY

29%

INCREASE IN REFERRALS
FROM ETHNIC MINORITIES

Sources: [JMIR AI, December 2023](#); [Limbic Research Team, 2024](#); [Nature Medicine, February 2024](#)

Leverage clinical decision support

Each Limbic assessment provides a comprehensive view of the patient, including demographics and presenting problems. It also predicts diagnoses across a range of conditions, including depression, GAD, PTSD, and more.

Increase access

Offer a 24/7 intake pathway to meet patients when and where they want. Limbic Access leads to a 179% increase in non-binary patients accessing care, and 29% among racial minorities.

Reduce unsuitable referrals

Limbic identifies ineligible and unsuitable referrals so they are signposted to relevant support services. It releases significant clinical time while ensuring patients are receiving the appropriate care they need.

"Our clinicians are now better supported by the tools and systems they use. Every hour saved by Limbic Access means another hour can be spent providing treatment directly to the people we support."

Mona Stylianou
Clinical Director,
Everyturn Mental Health

Spend less time with your keyboard
and more time with patients.

Clinical AI assistant for caseload management and patient support

Limbic Care supports clinicians and patients across the care pathway, from referral to discharge.

By combining intelligent caseload management, consultation documentation, and 24/7 patient support all in one place, Limbic Care reduces administrative burden while improving patient outcomes.



23%
REDUCTION
IN DROPOUTS

15%
FEWER MISSED
APPOINTMENTS

40%
FEWER SESSIONS REQUIRED
TO DELIVER STANDARD OF CARE

Source: [Limbic Research Team, January 2024; JMIR April 2024](#)

Keep patients engaged with the treatment plan

Limbic Care is an AI-powered extension of your treatment plan. It's a proven way to engage between in-person sessions, with lessons and activities you've either built yourself or selected from the Limbic Library.

Provide contextualised, patient-specific support, 24/7

Limbic Care's Let's Chat feature uses our clinically validated, generative AI to provide conversational support, risk monitoring, and contextual CBT activities.

Review patient insights

Limbic's Dashboard summarises insights into patient behaviour and progress, to help inform sessions.

"It gives people an additional way to stay connected and supported throughout their therapy...It's part of our commitment to providing flexible, accessible support for everyone in our community."

Naomi Holdsworth
Operations Service Manager
Bradford District and Craven Talking Therapies

It's your 24/7, trusted clinical assistant.

For clinicians

limbic Care cuts administrative burden across all clinical touch points, saving you time for what matters most: delivering high quality care.

The Dashboard maintains all documentation, patient engagement data, and clinical notes in one place – no more scrambling before your session!

“It just ultimately makes the therapy a lot more effective because then we can overcome the barriers a lot better, or we can infuse techniques that are a lot more tailored to [clients].”

Charlotte Elliott
PWP
Bradford District and Craven Talking Therapies

Reclaim clinical time with ambient AI Scribe

Ambient transcription for virtual, in-person, and phone appointments. Generate clinical letters using templates, enabling standardisation of clinical notes across your team. Powered by a Class I Medical Device AVT.

Intelligent caseload management

The Dashboard seamlessly integrates with your Limbic workflow to consolidate real-time patient engagement data: homework completion, wellbeing scores (GAD-2, PHQ-2), chat activity, and risk events summary.

Interoperable with your EHR

limbic’s Dashboard works within your existing Limbic workflow and EHR—no system overhaul required. No need to learn new systems or change workflows!

For patients



limbic Care is a clinical AI companion app that provides conversational support and CBT for patients who are between sessions or on a waitlist.

It integrates with therapist-guided treatment plans to keep patients engaged, supported, and moving forward at any time—because real life doesn’t wait for the next appointment.

“Being able to do the homework anywhere any time means I am less likely to put off doing it until later all the time. It’s much more immediate.”

Patient

Start therapy on your own time

limbic Care is available 24/7 so patients don’t have to wait for the first appointment to begin preparation for treatment. Activity is overseen by a clinician, improving patient accountability and therapeutic alliance.

Available to chat when they need it most

limbic Care’s Let’s Chat feature uses our clinically validated, generative AI to provide conversational support and risk monitoring.

Say goodbye to PDFs

The app turns 140+ evidence based CBT worksheets into personalised, interactive care. Therapeutic interventions are presented as engaging, interactive dialogue.



Our commitment to safety

As AI transforms healthcare, ensuring the safety, reliability, and integrity of our products remains our top priority. Limbic is proud to be the most widely adopted AI in clinical mental health settings, trusted by leading healthcare organisations to deliver safe and effective patient care.

We take a long-term view, building AI that not only meets today's standards but is robust enough to evolve with the regulatory landscape. This guide outlines our five core commitments to developing safe, effective, and responsible clinical AI.



1 Predictability & Equity

-  We use predictive AI to ensure reliability in line with the evidence base, training our system on a proprietary clinical dataset (n=400k patients).
-  We validate the efficacy of our AI using large representative datasets that accurately reflect the user population.
-  We conduct large-scale bias analysis (n=46,413) to ensure our AI models are fair and equitable.

2 Explainability

-  We design our AI to be transparent and auditable, avoiding 'black box' characteristics for accountability.
-  Our testing and validation meets the rigorous regulatory requirements of medical device and quality management.

3 Accountability

-  Pioneering the regulation of clinical AI as the only mental healthcare company with Class IIa medical device status.
-  We collaborate with the AI Safety Institute and work with national bodies such as NICE and the MHRA to ensure we build responsible AI.

4 Security

-  We protect health information through comprehensive compliance measures, regular penetration testing, internal and external auditing.
-  Comprehensive vulnerability scanning means our information security management system continues to improve.

5 Real-World Evaluation

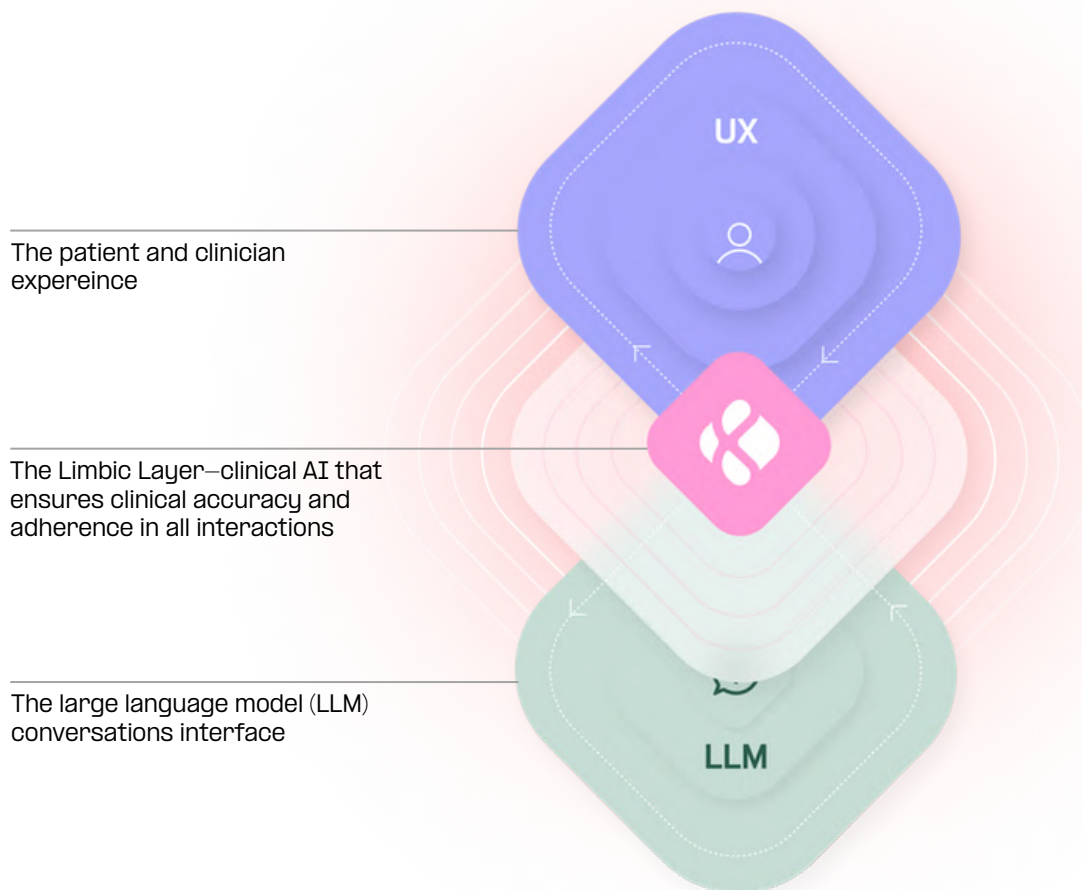
-  Our Clinical and Research teams regularly publish peer-reviewed studies to understand the impact and efficacy of our products in clinical settings.
-  We have secured world-leading validation from industry peers and national bodies. We're also proud to be recognised through a number of industry awards including the HSJ Partnership Award (2023), the Improving Mental Health through Digital Award (2023), the Best Mental Health Partnership with the NHS Award (2023), and the HSJ Digitising Patient Care Award (2025).

THE LIMBIC LAYER

The clinical brain that makes AI safe

The Limbic Layer is the proprietary technology behind everything we do at Limbic. It's the clinical brain behind our powerful language models that sits between the user (patients and clinicians) and the conversational interface to **ensure safety and clinical precision** in every interaction.

The Limbic Layer is highly accredited, helping Limbic become the first and only mental health company with Class IIa UKCA Medical Device certification for clinical AI in mental health.

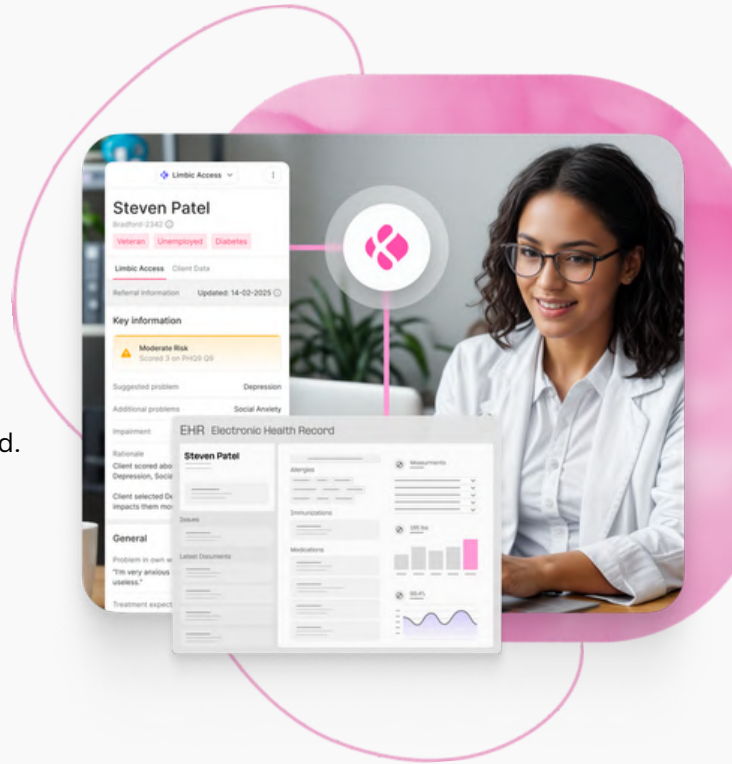


LIMBIC ACCESS

The most regulated clinical AI

At Limbic, clinical excellence isn't an afterthought—it's foundational. Limbic Access has achieved Class IIa UKCA medical device certification, making it the **first and only** clinical AI for mental health in the world to achieve this level of accreditation.

This certification applies to Limbic's AI-driven diagnostic assessment, which achieves 92% diagnostic reliability in predicting the presenting problems. By following a clinically validated approach, Limbic Access enhances clinical decision-making and helps reduce clinician workload.



This certification signifies:



Rigorous Clinical Validation

Peer-reviewed research confirms high diagnostic reliability and safety in clinical settings.



Regulatory Compliance

Certified under MDR as Class IIa, ensuring Limbic adheres to strict healthcare regulations where others don't.



Proven Safety & Performance

Independently audited for risk management, software integrity, usability, machine learning safety, and clinical effectiveness, ensuring it works as intended and benefits patients.

92%

Diagnostic reliability*
in predicting the primary
presenting problem

*Refers to Limbic's ability to identify one of the presenting problems that clinicians ultimately determine as primary.



The most validated clinical AI

Our adherence to rigorous medical, clinical, and data security standards makes us one of the most externally audited mental health organisations globally.



HIPAA

Limbic's HIPAA compliance protects patient health information privacy and sets our standards for handling medical data.



Medical Device Certified

Limbic is the first UKCA-marked Class II medical device for an AI-powered software in behavioral health.



ISO 27001

Limbic's ISO 27001 compliant Information Security Management System ensures product of data and mitigation of cybersecurity risks are at the core of everyday business operations.



ISO 13485

Limbic's ISO 13485 compliant QMS mandates that our software is designed, developed, tested, released and maintained to the highest standards.



ISO 14971

Limbic is ISO 14971 accredited as part of a thorough risk management framework to ensure the product, and systems surrounding the product, are built with patient safety as the first priority.



IEC 62304

As part of our QMS, this standard creates Limbic's framework for managing software safety, risk, and quality throughout the software development process.



ISO 82304

Limbic's ISO 82304 compliant testing suites establish systematic approaches to ensure the reliability, performance, and safety of our products.



Cyber Essentials

Compliance with Cyber Essentials ensures Limbic have technical controls in place to protect the business against the most common online security threats.



Data Security & Protection Toolkit

Limbic's compliance to the UK National Health Service's high bar for data security governance has enabled us to process >400,000 patients safely and compliantly.



Raising the bar for safety testing

At Limbic, we build algorithms that are rigorously trained on proprietary clinical data to excel in behavioral healthcare. This domain-specific training and evaluation enables tighter control over the AI and its performance against each task.

The aim of clinical safety testing is to ensure that our models interact with users in a way that is safe and **does not risk exacerbating the user's mental health issues.**

Limbic is pioneering a scalable approach to rigorous clinical testing of AI model performance and safety.



Automated Testing

Machine learning models that have been pre-trained at Limbic to flag for factors such as:

- ✓ Risk of harm
- ✓ Medical advice
- ✓ Warmth/empathy
- ✓ Off-topic conversations

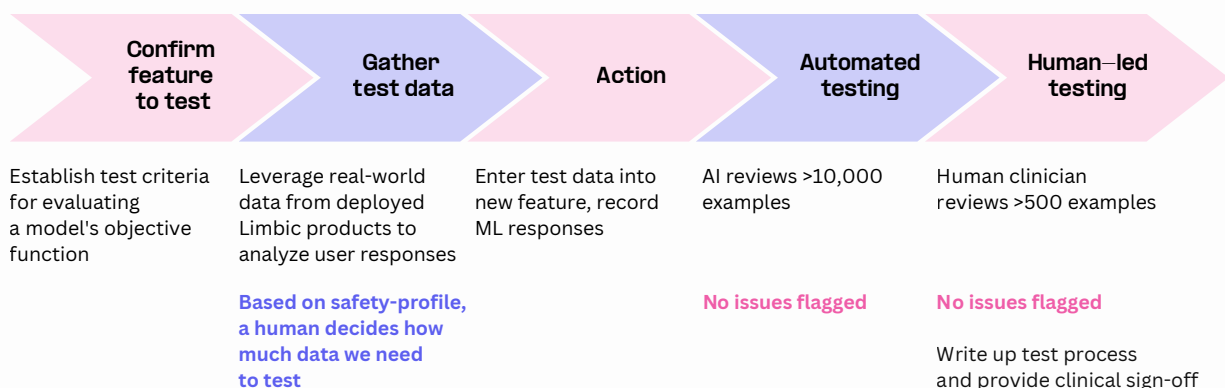


Clinician Testing

Qualified and experienced clinicians manually review the algorithm's outputs to a variety of test situations, grading ML responses to make sure they are:

- ✓ Safe
- ✓ Clinically relevant
- ✓ Accurate and aligned to the objective function

Our audited, ISO-certified approach to building safe clinical AI





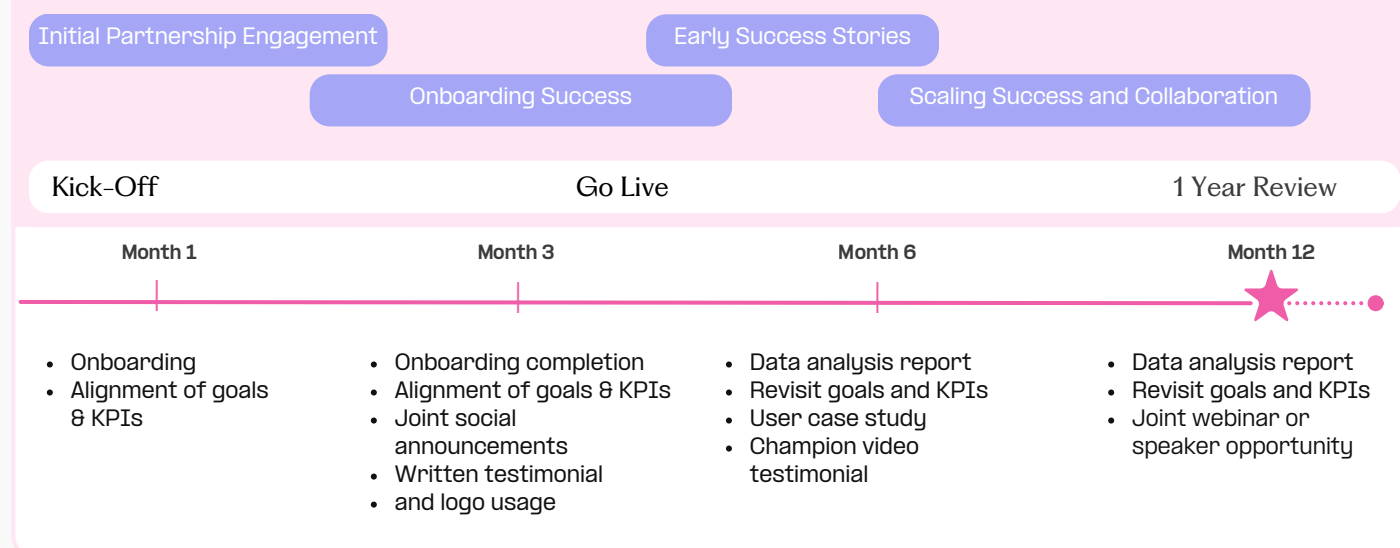
Your journey with Limbic

Our dedicated Customer Success Management team is here to guide you every step of the way – from seamless onboarding to goal attainment. We collaborate closely with your team to review clinical outcomes, fine-tune strategies, and integrate effortlessly with your existing workflows.

Our desired goals



Your first year with Limbic





Contact directory



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