

Heidi Health

Pricing Document for Gcloud 15



Contents

+ General Practice Pricing	01
+ Secondary & Community Pricing	02
+ Standard Service Scope	03
+ Contract Terms & Discounts	04
+ Professional services	05

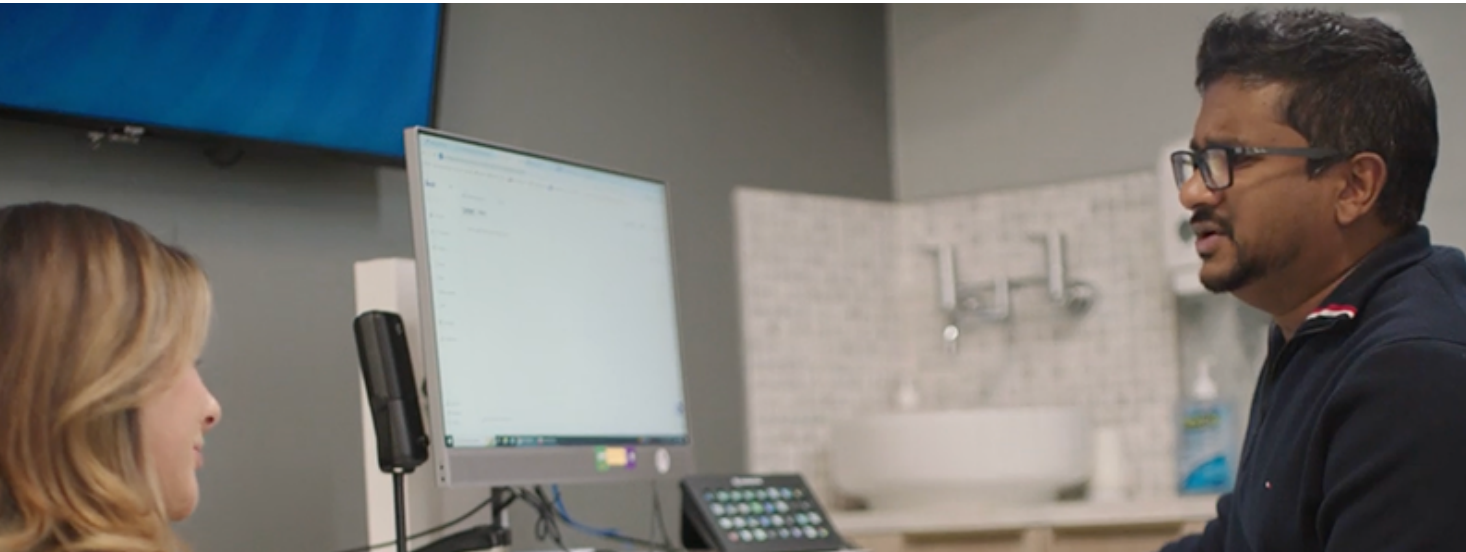
General Practice

Our Primary Care pricing is designed for simplicity and scale. It is calculated based on the Registered Patient List Size of the purchasing organisation (Practice, PCN, or Federation). This model allows for unlimited usage across the organisation without counting individual user seats.

License Type: Organisation-wide Site License (Unlimited Users)
Billing Frequency: Annual

Registered Patient List Size	Price Per Registered Patient (Per Annum)
Up to 15,000	£0.40
15,001 – 30,000	£0.35
30,001 – 100,000	£0.30
100,000+	£0.25

Note: Pricing is calculated on the total registered patient list size at the commencement of the contract. Pricing is re-calculated only at the contract renewal date.



Secondary & Community Care Pricing

For Acute Trusts, Mental Health Trusts and Community Providers, pricing is based on a Per User / Per Year model.

We recommend a collaborative approach to enterprise licensing. While individual licenses can be purchased at the standard rate, site-wide or departmental volume agreements allow for significantly reduced unit costs.

Service Item	Unit of Measure	Unit Price (excl. VAT)
Heidi Scribe Enterprise License	Per User / Per Month	£65.00

Definitions

- What is a "User"? A paid "User" is defined as a named clinical staff member (e.g., Doctor, Nurse, Allied Health Professional) requiring audio processing and note generation capabilities.
- **Free Admin Access:** Administrative staff, IT personnel, and Project Managers requiring access to Heidi for administrative tasks, user management, audit, or reporting purposes are free of charge and do not require a paid license.

Volume & Site Licensing

- For large-scale deployments (e.g., Trust-wide or multi-site), Heidi Health offers bespoke volume pricing structures. We work directly with Trust teams to determine the optimal allocation of licenses to maximise clinical impact.
- **Volume Discounts:** tier-based discounts apply for increased volume.
- **Site-Wide Agreements:** "All-inclusive" site licensing is available, offering the most cost-effective route for widespread adoption.
- **Pro-Rated Billing:** Licenses for new departments or optional settings added mid-year are pro-rated daily from the agreed "Go-Live" date.

What's Included



Core Platform

- Full access to Heidi Health AI Scribe (Enterprise features)
- Unlimited audio processing & note generation
- All standard templates and speciality modes
- Unlimited Users: No usage caps, minutes limits, or concurrency limits for licensed users.



Onboarding & Setup

- Standard implementation support
- Admin console setup
- Training: "Train-the-Trainer" enablement and access to Online Learning Centre.



Support

- Standard Helpdesk Support
- Access to Online Learning Centre & User Guides



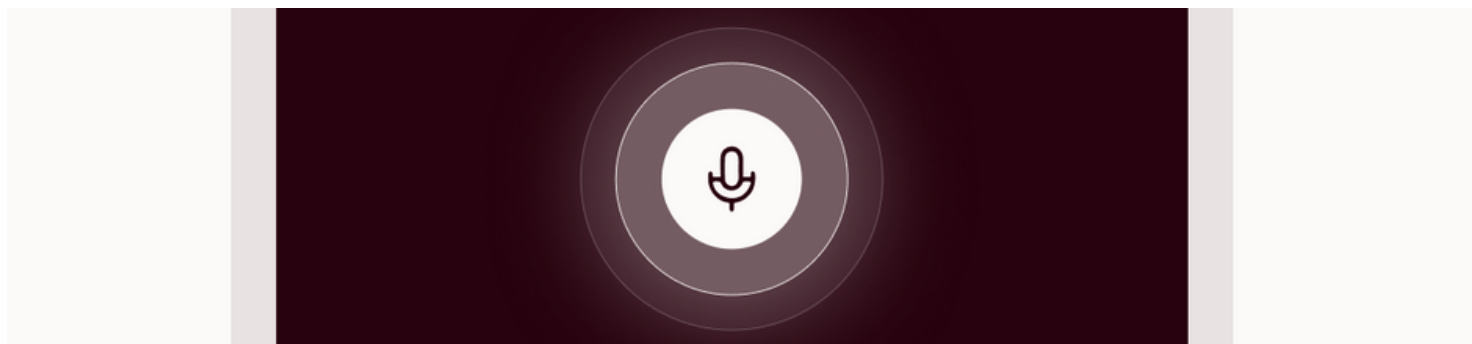
Security & Compliance

- Clinical Safety: Creation/tailoring of DCB0129 and support for Trust DCB0160.
- Assurance: Assistance with DPIA inputs.



Integration

- Single Sign-On (SSO) setup (Okta, Azure AD, etc.)
- EHR Integration: Standard integrations for EPRs (e.g., Oracle Cerner, EMIS, SystemOne) included in quoted price.



Contract Terms & Discounts

12 Month minimum term

Multi-year discounts available for multi-year commitments

Volume Discounts: Tiered discounts apply for large deployments



Focus on Patient

More time for care

Increased Care Quality

Professional Services

Optional / Out of Scope

Standard implementation and support are included in the license fee. The following services are optional extras for complex deployments requiring dedicated resources outside the standard scope.

Service Item	Description	Unit Price (Per Day)
Standard Professional Services	Additional training days, floor-walking, or general project management support outside the agreed rollout scope.	£800.00
Technical Engineering Services	Advanced systems engineering, custom integration development, or bespoke technical architecture support.	£1,050.00



Heidi
By your side

