Heidi

Pricing document for *G-Cloud 15*

By your side

heidihealth.com

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General *Practice*

Our Primary Care pricing is built for simplicity and scale. It's calculated on the registered patient list size of the purchasing organisation (Practice, PCN or Federation), so usage is unlimited across the organisation with no individual user seats to count.

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

Licence type

Organisation-wide site licence (unlimited users)

Billing frequency

Annual

Pricing is calculated on the total registered patient list size at the start of the contract, and recalculated only at the contract renewal date.

Secondary and *community* care pricing

For Acute Trusts, Mental Health Trusts and Community Providers, pricing is per user. Individual licences are available at the standard rate.

Service item	Unit of measure	Unit price (excl. VAT)
Heidi Scribe Enterprise licence	Per user / per year	**£699.00**
Pilot licence	Up to 100 users, up to 12 weeks	**£15,000.00**

Time limited discount: site-wide licence £111,636.20 (excl. VAT), until 6 November 2026. After that date, pricing reverts to the standard enterprise license price. This discount is open to all buyers equally through the Digital Marketplace.

Definitions

What is a user? A paid user is a named clinical staff member (for example a doctor, nurse or allied health professional) who needs audio processing and note generation.

Free admin access. Administrative staff, IT personnel and project managers who use Heidi for administration, user management, audit or reporting are free of charge and don't need a paid licence.

Volume discounts

Volume discounts. Applied to the per-user licence price.

Number of users	Discount
1 – 50	0%
51 – 500	10%
501 – 1,000	15%
1,000+	20%

For large deployments (Trust-wide or multi-site), we can offer bespoke volume pricing and work directly with your team to allocate licences where they have the most clinical impact.

Site-wide agreements. All-inclusive site licensing is the most cost-effective route to widespread adoption.

Pro-rated billing. Licences for new departments or optional settings added mid-year are pro-rated daily from the agreed go-live date.

What's *included*

Standard service scope, included in every licence.

Core platform

- Full access to Heidi Scribe (Enterprise features)
- Unlimited audio processing and note generation
- All standard templates and specialty modes
- Unlimited use: no caps, minute limits or concurrency limits for licensed users

Security and compliance

- Clinical safety: creation and tailoring of DCB0129, and support for your DCB0160
- Assurance: help with DPIA inputs

Onboarding and setup

- Standard implementation support
- Admin console setup
- Train-the-trainer enablement and access to the Online Learning Centre

EHR connection

- Single sign-on (SSO) and SMART on FHIR or Open API EPR connections, included at no extra cost

Support

- Standard helpdesk support
- Access to the Online Learning Centre and user guides

Contract terms and *discounts*

Minimum term	12 months
Volume discounts	1 – 50 users: 0% 51 – 500 users: 10% 501 – 1,000 users: 15% 1,000+ users: 20%

Focus on the *patient*.

More time for *care*.

Increased care *quality*.

Optional, outside standard scope

Professional *services*

Standard implementation and support are included in the licence fee. The services below are optional extras for complex deployments that need dedicated resources outside the standard scope.

Service item	Description	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 connection development or bespoke technical architecture support.	£1,050.00

All prices in GBP, excluding VAT.


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