

Service Definition – Corti Assistant

Service Overview

Corti Assistant is a cloud-based AI-powered clinical documentation service that supports healthcare professionals by capturing and organising clinical information from patient encounters. It uses artificial intelligence to generate structured clinical documentation, automate note creation, and extract relevant clinical facts, helping reduce administrative burden on clinicians.

Product information: <https://assistant.corti.ai>

Service Functionality

Corti Assistant provides real-time transcription of clinician–patient conversations, automatic extraction of clinical facts, AI-generated clinical summaries, and integration options with electronic health records (EHRs) and other clinical systems. Users can review, edit, and export clinical documents such as SOAP notes, summaries, and referral letters.

Features & usage: <https://help.corti.app/en/collections/9527651-corti-assistant>

Service Delivery Model

Corti Assistant is delivered as a Software as a Service (SaaS) application. Corti manages hosting, system maintenance, updates, security, and scalability. Users access the service over the internet through modern web browsers or native applications, as supported by Corti.

Pricing: <https://www.corti.ai/pricing>

Users

The service is intended for healthcare professionals, clinical administrators, and organisations seeking to streamline and automate clinical documentation and workflow processes.

Security and Data Protection

Corti's security and data protection obligations, including secure data handling, access controls, and privacy commitments, are defined in contractual terms and supported by Corti's legal documentation.

Master Terms of Service: <https://www.corti.ai/legal/master-terms-of-service>

Data Processing Agreement: <https://www.corti.ai/legal/data-processing-agreement>

Privacy Policy: <https://www.corti.ai/legal/privacy-policy>

Subprocessors: <https://www.corti.ai/legal/subprocessors>

Support and Availability

Support and service availability commitments, including uptime targets and incident handling, are described in Corti's published support commitments and contractual agreements.

Support commitments: <https://help.corti.app/en/articles/10361880-corti-s-support-commitments>