

Service definition — AI Ambient Scribe

Supplier: HealthOrbit AI Ltd

Version: 2.0

Date: 29 January 2026

1. What the service is

AI Ambient Scribe is a cloud-hosted software service that supports clinical documentation by generating a draft, structured clinical note from a consultation. The clinician reviews and approves the note before it is saved or exported. The service is designed for use in clinical settings and can support face-to-face or remote consultations where permitted by customer policy.

Intended users

- Clinicians who document consultations
- Clinical administrators who manage templates and outputs
- System administrators who manage access and configuration

What the service does

- Captures consultation audio where enabled and permitted by customer policy.
- Generates a draft, structured clinical note aligned to configurable templates.
- Supports clinician review, editing and sign-off before any export or filing.
- Provides an audit trail of note generation and user actions.

What the service does not do

- Does not provide autonomous clinical decision-making or diagnoses.
- Does not remove the need for clinician review and approval of documentation.
- Does not export to customer systems unless configured and authorised by the customer.

2. Onboarding and offboarding

Onboarding

- Account setup and role-based access configuration.
- Template configuration and agreed note formats.
- User onboarding for clinicians and administrators.
- Optional pilot/trial setup (including a 14-day trial where agreed).

Offboarding and exit support

- Export of consultation outputs and related records in agreed formats.

- Support to confirm data extraction and handover (as agreed in the call-off contract).
- Deletion of customer data in line with contractual retention requirements and applicable law.

3. Service constraints and customisation

- Configuration is provided through templates and administrative settings; bespoke changes are subject to scoping and agreement.
- The service requires a stable internet connection and a supported browser (latest Chrome, Edge or Safari).
- Use must align with customer policies for recording, consent and information governance.
- Planned maintenance windows are scheduled and communicated in advance where possible.

4. Service levels and support

Service levels (including availability targets, performance, support hours and incident response times) are agreed in the call-off contract. The service is monitored and incidents are managed through defined triage and escalation processes.

Support

- Support arrangements (hours, response targets, escalation) are agreed in the call-off contract.
- Support channels include email and ticketing; escalation is available for service-impacting issues.

5. Backup, restore and disaster recovery

HealthOrbit maintains backup and recovery processes to support service continuity. Backup frequency, retention, and recovery objectives (RPO/RTO) are defined in the call-off contract, taking into account customer requirements.

- Backups are performed on a scheduled basis and stored securely.
- Recovery procedures are documented and periodically tested.
- Business continuity and disaster recovery plans are maintained and reviewed.

6. Hosting options and locations

The service is hosted on cloud infrastructure. Hosting location (for example UK or EEA region) is agreed with the customer in the call-off contract to meet data residency and information governance requirements.

7. Outage and maintenance management

- Planned maintenance is communicated in advance where possible.
- Unplanned outages are managed through incident response procedures and customer communications.
- Post-incident reviews are conducted for significant incidents and corrective actions tracked.

8. Technical requirements

- Supported browsers: latest versions of Chrome, Microsoft Edge, and Safari.
- Audio capture: compatible microphone on supported device; optional headset recommended.
- Optional integration/export: options are agreed in the call-off contract and depend on customer systems.

9. Access to data (upon exit)

- Customer can export relevant outputs and service records in agreed formats.
- Data retention and deletion are managed according to the call-off contract and applicable law.
- A deletion confirmation can be provided on request where contractually required.

10. Security and data protection

HealthOrbit applies technical and organisational measures to protect confidentiality, integrity and availability of customer data. The service supports compliance with UK data protection law, including UK GDPR, through contractual controls and documented processes.

- Role-based access control and least-privilege administration.
- Encryption in transit (TLS) and encryption at rest where applicable to the hosting environment.
- Logging and monitoring to support security event detection and investigation.
- Security incident management procedures, including customer communications and post-incident review for significant incidents.
- Information governance and security documentation available on request (for example policies, DPIA templates, and incident management procedures).

11. After-sales support

- Ongoing customer support and service updates during the contract term.
- Release notes and change communications as updates are deployed.
- Customer check-ins can be provided by agreement to review usage and service performance.