

Your clinician uses Ecko Health

Ecko Health helps your clinician with clinical notes and paperwork, so more of your appointment is spent with you and less with a screen. Here is what that means for you.

How does it work?

Ecko Health transcribes your consultation as it happens and drafts the clinical note, so your clinician can focus entirely on you while still capturing an accurate and complete record of your care. Your clinician reviews and edits everything before it is saved.

Do I have to give consent?

Your consent matters. Clinicians are expected to obtain your consent before using Ecko Health with you. You can decline, ask for transcribing to stop during a session, or withdraw your consent at any time. Your care will not be affected.

Do you store recordings of my appointment?

No audio recording of your appointment is kept. Your conversation is transcribed as it happens. The written transcript and the note your clinician reviews are both stored in your record with your practice, and kept for as long as your practice is required to keep clinical records.

Does Ecko Health make decisions about my care?

No. Ecko Health supports your clinician's judgement and never replaces it. It does not diagnose you, and it is not a therapist.

Where is my data stored?

All clinical data is hosted in Australia, on Google Cloud Platform infrastructure in Sydney. Keeping your data onshore is how we support data sovereignty and Australian privacy requirements.

How is my information kept secure?

Strict access controls mean only your clinician and the staff they authorise can see your record. Data is encrypted in transit and at rest, and each practice is isolated from every other practice. Our infrastructure is certified to ISO 27001, ISO 27017, ISO 27018, SOC 2 and IRAP PROTECTED; Ecko Health's own certifications are in progress.

How is my data used?

- What we do with your information is set out in full in our Privacy Policy.
- Nothing beyond what your care requires is collected.
- It is never sold, and never used for advertising.

How long is my record kept?

Your clinician keeps your clinical record for as long as their professional and legal obligations require, generally seven years after your last appointment, or until age 25 for a young person.

Still have questions? Speak to your clinician first, or contact us at support@eckohealth.ai. You can also ask your clinician for a copy of your health record at any time.

AUSTRALIAN PRIVACY PRINCIPLES

DATA HOSTED IN AUSTRALIA

AES-256 ENCRYPTION

TGA ARTG 527352

HIPAA ALIGNED

Ecko Health is intended to support, not replace, your clinician's judgement. Ecko for Patients is a TGA registered medical device (ARTG 527352) that shares resources and information; it does not assess or diagnose.