

How Does Pippen Use Data?

A guide for patients

What is Pippen?

Pippen is an AI assistant that listens during your visit with your clinician. It helps your clinician by turning that conversation into written notes, referral letters, and summaries—so they can focus more on you, and less on their computer.

Why does your clinician use Pippen?

Because it helps them give you their full attention. Instead of typing during your visit, your clinician can stay present—knowing that Pippen is capturing the important details for them to review and finalize later.

What happens to what I say? Where does it go?

Pippen records the conversation between you and your clinician and turns it into a written summary. The audio is used only to create that summary—and once the written version is done, the audio is securely deleted.

Where is the written summary stored?

Pippen stores the written summary on private, secure, and encrypted servers hosted in Canada, in compliance with strict privacy and security standards.

Who sees the written summary?

Only your clinician. The written summary is not shared with anyone outside of your care team and is stored securely in accordance with Canadian privacy laws. Pippen does not use your data to train its systems.

Is my information safe?

Yes. Pippen meets all Canadian health privacy laws (PHIPA, PIPEDA) and is certified for use in primary care. It was built in Canada, by a team that understands the importance of protecting your health information.

How Does Pippen Use Data?

01. We record and transcribe

During your visit, your clinician may use Pippen to record the conversation. Pippen securely transcribes what was said into written notes.

02. We protect your information

Your data is handled in full compliance with Canadian privacy laws (PHIPA, PIPEDA), and never used to train AI. Only your clinician sees the notes.

03. We generate a draft note

Pippen turns the transcription into a draft note to help your doctor remember the key points of your visit.

04. Your doctor reviews and edits

Your clinician reviews and edits the note to ensure it's accurate and clinically appropriate before saving it.

05. The note is saved

Once reviewed, your clinician saves the finalized note to your official medical record.

Have questions? Ask your clinician or clinic staff for more information about how Pippen is used in your clinic.