

eluve.

CANADA

An AI note-taker, so your clinician can focus on *you*.

Your clinician uses **Eluve**, an ambient assistant that listens during your appointment and drafts an accurate clinical note from the conversation, so they spend less time typing and more time with you.



Do I need to agree to this?

Yes. Your clinician will ask before turning Eluve on, and you can say no. You can also change your mind partway through; just tell them. Either way, it never changes the care you receive.



Who can see what it captures?

Only your care team. Access is role-based and tightly restricted, and Eluve is PIPEDA compliant. Independent auditors verify our controls under SOC 2 (Type I and Type II), so security is checked by outside experts, not just promised.



Where does my information live?

Your information is processed and stored in accordance with PIPEDA and the provincial privacy laws that apply where you receive care. Everything is encrypted, both while it moves and while it rests.



How is my information used?

Three rules guide everything Eluve does with your data:

- **Only what's needed.** Eluve captures what's required for an accurate record, and nothing beyond that.
- **Never sold.** Your information is never sold, and it's never used for advertising.
- **Always protected.** Data stays encrypted, access-controlled, and subject to regular independent audits.



Is my visit recorded?

Yes. Your visit is recorded so Eluve can draft an accurate note, which your clinician reviews and approves before it's saved to your medical record. Information is kept securely and handled only as described in Eluve's Privacy Policy, with encryption and strict access controls throughout.



What if I'd rather not?

That's completely fine. Tell your clinician at any point and they'll document your visit the usual way. Opting out has no effect on your treatment.



Good to know

Your clinician will ask for your okay before recording, and you can decline without any effect on your care.



Learn more or share feedback

Read our Privacy Policy & Terms at eluve.com

Questions about your privacy?
privacy@eluve.com

Trusted, secure, and clinician-reviewed.

PIPEDA

SOC 2 Type I & II

Pursuing HITRUST

BAA on file