

14th April 2021



Dear 

Official Information Act Request for – Health Information Services & Transcription

I write in response to your Official Information Act request received by us 19th March 2021, you requested the following information:

I would like to request the following information under the OIA 1982.

1. Digital Dictation - Do you use Digital Dictation?

If yes, could you please answer the following questions:

- Name of the supplier & product:
- What procurement method (if any) was used to obtain this system i.e. what framework:
- The contract start date:
- The contract end date:
- Total contract value:
- Is the product integrated with PAS or EPR:
- What is the name, position and contact email/telephone number of the key internal stakeholder for this service:
- What would you like to see in this product that is currently not being delivered:

2. Speech Recognition - Do you use Speech Recognition?

If yes, could you please answer the following questions:

- Name of the supplier & product:
- What procurement method (if any) was used to obtain this system i.e. what framework:
- The contract start date:
- The contract end date:
- Total contract value:
- Is the product integrated with PAS or EPR:
- What is the name, position and contact email/telephone number of the key internal stakeholder for this service:
- What would you like to see in this product that is currently not being delivered:

3. Outsourced Transcription- Do you use Outsourced Transcription?

If yes, could you please answer the following questions:

- Name of the supplier:
- What procurement method (if any) was used to obtain this system i.e. what framework:
- The contract start date:
- Volume of letters per month:

- What is the name, position and contact email/telephone number of the key internal stakeholder for this service:
 - What would you like to see in this product that is currently not being delivered:
4. **Online Clinic / Video Consultation - Do you use Online Clinic / Video Consultation?**
If yes, could you please answer the following questions:
- Name of the supplier & product:
 - What procurement method (if any) was used to obtain this system i.e. what framework:
 - The contract start date:
 - The contract end date:
 - Total contract value:
 - Is the product integrated with PAS or EPR:
 - What is the name, position and contact email/telephone number of the key internal stakeholder for this service:
 - What would you like to see in this product that is currently not being delivered:
5. **Health Information Systems**
What suppliers do you use for the following?
- PAS (Patient Administration System)
 - EPR (Electronic Patient Record)
 - eDMS (Electronic Document Management System)
 - RIS (Radiology Information System)
 - Outward mailing service provider

Counties Manukau Health Response:

For context Counties Manukau Health (CM Health) employs over 8,500 staff and provides health and support services to people living in the Counties Manukau region (approx. 601,490 people). We see over 118,000 people in our Emergency Department each year, and over 2,000 visitors come through Middlemore Hospital daily.

Our services are delivered via hospital, outpatient, ambulatory and community-based models of care. We provide regional and supra-regional specialist services i.e. for orthopaedics, plastics, burns and spinal services. There are also several specialist services provided including tertiary surgical services, medical services, mental health and addiction services.

I would like to request the following information under the OIA 1982.

1. **Digital Dictation - Do you use Digital Dictation?**

Yes, CM Health uses Digital Dictation. Please refer to appendix 1 which answers the questions you have asked.

2. **Speech Recognition - Do you use Speech Recognition?**

Yes, CM Health uses Speech Recognition. Please refer to appendix 1 which answers the questions you have asked.

3. **Outsourced Transcription- Do you use Outsourced Transcription?**

CM Health does not use Outsourced Transcription.

4. **Online Clinic / Video Consultation - Do you use Online Clinic / Video Consultation?**

Yes, CM Health uses Online Clinic/Video Consultation. Please refer to appendix 1 which answers the questions you have asked.

5. **Health Information Systems**

What suppliers do you use for the following?

- PAS (Patient Administration System)
CM Health uses DXC.
- EPR (Electronic Patient Record)

CM Health uses Orion Health.

- **eDMS (Electronic Document Management System)**

CM Health uses Objective.

- **RIS (Radiology Information System)**

CM Health uses AGFA (for Metro Auckland).

- **Outward mailing service provider**

CM Health uses Digital Print/Digital Post and NZ Post/DX Mail.

I trust this information answers your request. You are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act. Information about how to make a complaint is available at www.ombudsman.parliament.nz or Freephone 0800 802 602.

Please note that this response or an edited version of this may be published on the Counties Manukau Health website. If you consider there are good reasons why this response should not be made publicly available, we will be happy to consider this.

Yours sincerely



Fepulea'i Margie Apa
Chief Executive Officer
Counties Manukau Health

Appendix 1 – CM Health

	Digital Dictation	Speech Recognition	Online Clinic/Video Consultation
Name of the supplier & product	Supplier: Sound Business Systems Ltd Product: Nuance (formally Winscribe) – Winscribe Digital Dictation and Winscribe Text	Supplier: Sound Business Systems Ltd Product: Dragon Dictate	We use Zoom Video Communications Inc. for telehealth clinics.
What procurement method (if any) was used to obtain this system i.e. what framework	We used an existing regional platform/ solution that was procured in 2015.	The system has been in use for nearly 10 years, and was introduced in only two departments so usage is minimal.	A 'Request for Proposal' process was undertaken.
The contract start date	The contract start date for the Northern Region was 26 May 2015, Counties Manukau DHB commenced using this product in November 2020.	The contract start date was 1 st May 2012.	The contract start date was August 2018.
The contract end date	The contract renews annually.	The contract renews annually.	The contract is renewed annually.
Total contract value	We are withholding this information under section 9(2)(b)(ii) of the Official Information Act 1982 on the basis that: <ul style="list-style-type: none"> a. the information is commercially sensitive and making it available would be likely unreasonably to prejudice the commercial position of the supplier; b. the public interest in making the information available does not outweigh the need to protect the commercial position of the supplier. 		
Is the product integrated with PAS or EPR	Yes, the product integrates with our patient administration system and electronic patient record.	Yes.	Yes, we integrate with PAS for video conference appointment booking and a video link is integrated into our clinic lists in our EPR.
What is the name, position and contact email/telephone number of the key internal stakeholder for this service	The key internal stakeholder for this service is Stuart Bloomfield, Chief Information Officer, 09 486 8920.		
What would you like to see in this product that is currently not being delivered	This aspect of your request is declined under section 18(e) of the Official Information 1982 on the grounds that Counties Manukau DHB does not hold the information requested.		