

16th March 2021

[REDACTED]

[REDACTED]

Dear [REDACTED]

Official Information Act Request for – Non-Resident Admittance

I write in response to your Official Information Act request received by us 9th March 2021, you requested the following information:

- **I'm looking into the number of non-residents who are admitted to CMDHB clinics and hospitals. What I'm looking for is the number of non-residents treated for each of the last five years, and what percentage that is of total admittances.**
- **Also, I wonder if you can help me answer a question, but what happens to the bill/costs. Are these people liable or is that debt written off? If that is written off, are you able to provide me with the amount for the same period, please?**

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.

Eligibility determination for health care is complex and case-specific. Our approach is to provide any required acute or urgent healthcare immediately, and in a compassionate manner. All patients requiring treatment for an acute injury or illness will be treated, regardless of their eligibility for funded services. We have an Eligibility Team who then completes the determination of entitlements procedure.

- **I'm looking into the number of non-residents who are admitted to CMDHB clinics and hospitals. What I'm looking for is the number of non-residents treated for each of the last five years, and what percentage that is of total admittances.**

The information you have requested relating to the number of non-resident patients treated for each of the last five years is publicly available on our website:

- https://www.countiesmanukau.health.nz/assets/Official-Information-Act/patient_not_eligible_for_publicly_funded_healthcare.pdf

Table 1 below reflects the percentage of non-resident admissions against total admissions from 2015 to 2020.

Fiscal Year	Percentage of Non-Resident Admissions
2015/16	1.4%
2016/17	1.4%
2017/18	1.3%
2018/19	1.2%
2019/20	1.3%

Table 1: Source Eligibility Team & Health Intelligence & Informatics

- Also, I wonder if you can help me answer a question, but what happens to the bill/costs. Are these people liable or is that debt written off? If that is written off, are you able to provide me with the amount for the same period, please?

The information you have requested in relation to this question is publicly available on the Official Information Act request page on our website:

- <https://www.countiesmanukau.health.nz/about-us/official-information-act-requests/>
- <https://www.countiesmanukau.health.nz/assets/Official-Information-Act/patient-not-eligible-for-publicly-funded-healthcare.pdf>

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