



12 April 2021

Dear [REDACTED]

Re: OIA request – Digital dictation, speech recognition, transcripts and telehealth

Thank you for your Official Information Act request received 19 March 2021, seeking information from Waitematā District Health Board (DHB) about digital dictation, speech recognition, transcripts and telehealth suppliers and contracts.

Before responding to your specific questions, it may be useful to provide some context about our services.

Waitematā is the largest and one of the most rapidly growing DHBs in the country, serving a population of around 650,000 across the North Shore, Waitakere and Rodney areas. We are the largest employer in the district, employing around 8,600 people across more than 80 locations.

In addition to providing care to our own resident population, we are the Northern Region provider of forensic mental health services and child rehabilitation services, plus the metro Auckland provider of child community dental services and community alcohol and drug services.

In response to your request, we are able to provide the following information:

Digital dictation

Do you use digital dictation? If yes, could you please answer the following questions?

1. Name of the supplier and product?

Waitematā DHB uses the following supplier and product for digital dictation:

- a. supplier: Sound Business Systems Ltd
- b. product: Winscribe Speech Recognition and Text Workflow.

2. What procurement method (if any) was used to obtain this system i.e. what framework?

We used an existing regional platform/ solution which had previously been through a standard 'Request for Proposal' process and upgraded that technology in 2015.

3. The contract start date?

The contract start date for the upgraded technology was 26 May 2015.

4. The contract end date?

The contract renews annually.

5. Total contract value?

We are withholding this information under section 9(2)(b)(ii) of the Official Information Act 1982 on the basis that:

- a. the information is commercially sensitive and making it available would be likely to unreasonably 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.

6. Is the product integrated with PAS (Patient Administration System) or EPR (Electronic Patient Record)?

Yes, the product integrates with our patient administration system and electronic patient record.

7. What are 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, 486 8920.

8. What would you like to see in this product that is currently not being delivered?

This aspect of your request is refused under section 18(e) of the Official Information 1982 on the grounds that Waitematā DHB does not hold the information requested.

Speech recognition

Do you use speech recognition? If yes, could you please answer the following questions?

1. Name of the supplier and product:

Waitematā DHB uses the following supplier and product for speech recognition:

- a. supplier: Sound Business Systems Ltd
- b. product: Winscribe Speech Recognition and Text Workflow.

2. What procurement method (if any) was used to obtain this system i.e. what framework?

We used an existing regional platform/ solution which had previously been through a standard 'Request for Proposal' process and upgraded that technology in 2015.

3. The contract start date?

The contract start date for the upgraded technology was 26 May 2015.

4. The contract end date?

The contract is renewed annually.

5. Total contract value?

Waitematā DHB has decided to withhold this information under section 9(2)(b)(ii) of the Official Information Act 1982 on the basis that:

- a. the information is commercially sensitive and making it available would be likely to unreasonably 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.

6. Is the product integrated with PAS or EPR?

Yes, it integrates with PAS and populates letters into our EPR.

7. What are 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, phone 486 8920.

8. What would you like to see in this product that is currently not being delivered?

This aspect of your request is refused under section 18(e) of the Official Information 1982 on the grounds that Waitematā DHB does not hold the information requested.

Outsourced transcription

Do you use outsourced transcription? If yes, could you please answer the following questions?

1. Name of the supplier?

Waitematā DHB uses DigiType Ltd, Invent Asia, SyberScribe and iMedX for outsourced transcription.

2. What procurement method (if any) was used to obtain this system i.e. what framework?

The framework used was a regional 'Request for Proposal' process to procure outsourced transcription services for the three Auckland metropolitan District Health Boards – Waitematā, Auckland and Counties Manukau.

3. The contract start date?

The contract start date was 1 June 2018.

4. Volume of letters per month?

Waitematā DHB outsources up to 7000 letters each month.

5. What are the name, position and contact email/telephone number of the key internal stakeholder for this service?

Stuart Bloomfield, Chief Information Officer, 486 8920.

6. What would you like to see in this product that is currently not being delivered?

This aspect of your request is refused under section 18(e) of the Official Information 1982 on the grounds that Waitematā DHB does not hold the information requested.

Online clinic / video consultation

Do you use online clinic /video consultation? If yes, could you please answer the following questions?

1. Name of the supplier and product?

We use Zoom Video Communications Inc. for telehealth clinics.

2. What procurement method (if any) was used to obtain this system i.e. what framework?

A 'Request for Proposal' process was undertaken.

3. The contract start date?

The contract start date was August 2018.

4. The contract end date?

The contract is renewed annually.

5. Total contract value?

Waitematā DHB is withholding this information under section 9(2)(b)(ii) of the Official Information Act 1982 on the basis that:

- a. the information is commercially sensitive and making it available would be likely to unreasonably 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.

6. Is the product integrated with PAS or EPR?

Yes, we integrate with PAS for video conference appointment booking and a video link is integrated into our clinic lists in our EPR.

7. What are the name, position and contact email/telephone number of the key internal stakeholder for this service?

Stuart Bloomfield, Chief Information Officer, 486 8920.

8. What would you like to see in this product that is currently not being delivered?

This aspect of your request is refused under section 18(e) of the Official Information 1982 on the grounds that Waitemātā DHB does not hold the information requested.

Health Information Systems

1. What suppliers do you use for the following?

- PAS – DXC
- EPR – Orion Health
- Outward mailing service provider – Digital Print.

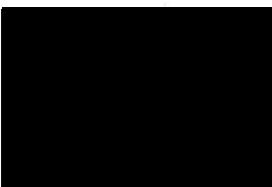
You have the right to seek an investigation and review by the Ombudsman of the decisions taken in providing this response. Information about how to seek a review is available at www.ombudsman.parliament.nz or Freephone 0800 802 602.

I trust that this information is helpful.

Waitemātā DHB supports the open disclosure of information to assist community understanding of how we are delivering publicly funded healthcare. This includes the proactive publication of anonymised Official Information Act responses on our website from 10 working days after they have been released.

If you consider there are good reasons why this response should not be made publicly available, we will be happy to consider your views.

Yours sincerely



**Chief Information Officer
Waitemātā District Health Board**