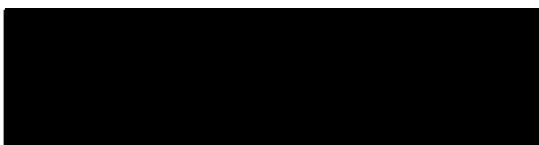




**Hospital Services**

North Shore Hospital Campus  
Shakespeare Road, Takapuna  
Private Bag 93-503, Takapuna  
Auckland 0740  
Telephone: 09 489 0527  
Facsimile: 09 486 8339

24 August 2018



Dear

**Re: OIA request – Emergency Department voucher scheme**

Thank you for your Official Information Act request received 31 July 2018 seeking information with regards to the Emergency Department voucher scheme at Waitemata District Health Board (DHB).

The voucher scheme enables us to ensure that patients who present with low-acuity health issues are able to be seen in a timely way in a clinical setting appropriate to their condition.

It has also assisted in cementing productive working relationships with our neighbouring accident and medical clinics. In response to your request, we are able to provide the following information.

- *For each year the Emergency Department voucher scheme has run, please provide a breakdown showing the number of vouchers given out at each ED, what proportion of presentations this was and the associated cost.*

**North Shore Hospital**

Year	No of vouchers given out	Proportion of Presentations	Actual Cost
2010	120	0.2%	Not available
2011	475	0.8%	Not available
2012	756	1.2%	Not available
2013	628	0.9%	\$7,137.00
2014	867	1.3%	\$61,846.00
2015	1,007	1.5%	\$35,998.00
2016	1,264	1.8%	\$139,963.74
2017	5,574	7.8%	\$499,117.00

**Waitakere Hospital**

Year	No of vouchers given out	Proportion of Presentations	Actual Cost
2008	468	Not available	\$19,456.00
2009	237	Not available	\$12,650.00
2012	2	0%	Not available
2013	7	0%	Not available
2014	57	0.1%	\$12,148.00
2015	102	0.2%	\$10,608.00
2016	39	0%	\$4,056.00
2017	1,481	2.6%	\$195,170.00

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Across 2016 and 2017, the DHB engaged further with the two urgent care clinics nearby to North Shore and Waitakere hospitals in order to seek additional support for our hospital Emergency Departments. This resulted in an increase in patients taking up the option to use a voucher and attend these clinics. Prior to 2016, the use and uptake of vouchers had been intermittent.

- *Please provide details of known incidents where a patient given a voucher should have been treated at the ED, including what they presented with, when and any adverse outcomes.*

A total of 42 patients over the last eight years have subsequently been admitted to an inpatient ward. There is no record of any adverse outcomes as a result of patients initially being sent to an accident and medical centre and representing at the Emergency Department.

- *The number of complaints from patients about being sent away with a voucher instead of being treated at ED.*

We have received one complaint from a patient regarding the voucher system and this related primarily to communication.

- *Copies of any assessments of the scheme carried out.*

The system is regularly monitored by our Funder and, to date, we have not carried out a formal assessment of the scheme.

- *Copies of communication with the Waipareira Trust regarding their campaign/advice to West Aucklanders to go to the ED rather than pay for after-hours care.*
- *Copies of reports, documents, memoranda and correspondence, legal advice or emails regarding the Waipareira Trust campaign, including its effect or possible effect on Emergency Department presentations.*

In early June, Waitemata DHB became aware that Waipareira Trust was using the DHB's logo on paid local newspaper advertisements promoting its annual campaign encouraging people to present at Waitakere Hospital ED regardless of whether they are in need of emergency care.

The DHB sought to clarify with the Trust whether formal approval had been given for the use of its logo in the Trust's advertisements.

Emails between the DHB and the Trust, which ultimately confirmed it had not sought approval for use of the logo, are enclosed. Please see appendix one.

I trust that this information meets your requirements. Waitemata DHB, like other agencies across the state sector, supports the open disclosure of information to assist the public's 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 feel that there are good reasons why your response should not be made publicly available, we will be happy to consider this.

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Yours sincerely

A handwritten signature in black ink, appearing to read 'Cath', with a large, stylized initial 'C' and a smaller 'ath' following it.

**Cath Cronin**  
**Director Hospital Services**  
**Waitemata District Health Board**

**From:** Matthew Rogers (WDHB)  
**Sent:** Thursday, 07 June 2018 2:08 p.m.  
**To:** [REDACTED]  
**Subject:** Waipareira Trust advertisement  
**Importance:** High

Hi Joe

Here (attached) is the advert featuring the Waitemata DHB logo. I'm not aware of us approving the use of our logo in this advert.

Can you please clarify why it has been used and whether any approvals were given?

Thanks  
Matt

**Matt Rogers** | Director - Communications | Waitemata DHB  
Level 2, 15 Shea Terrace, Private Bag 93-503, North Shore 0740  
[REDACTED]  
[www.waitematadhb.govt.nz](http://www.waitematadhb.govt.nz)

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## Matthew Rogers (WDHB)

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**From:** Joseph Lose [REDACTED]  
**Sent:** Friday, 22 June 2018 12:15  
**To:** Matthew Rogers (WDHB)  
**Subject:** RE: Waipareira Trust advertisement

Kia ora Matt

Yes John has returned.

The logo use was so the community knew this was supporting the Free WDHB After Hours service, not the \$92 White Cross After Hours service.

Nga mihi

Joe

**From:** Matthew Rogers (WDHB) [REDACTED]  
**Sent:** Thursday, 21 June 2018 1:42 p.m.  
**To:** Joseph Lose [REDACTED]  
**Subject:** RE: Waipareira Trust advertisement

Hi Joe

We have received an OIA request from John today, so assume this means he is now back at work. Look forward to your reply re use of the DHB's logo in your advertising.

Regards  
Matt

**From:** Joseph Lose [REDACTED]  
**Sent:** Thursday, 14 June 2018 4:39 p.m.  
**To:** Matthew Rogers (WDHB)  
**Subject:** Re: Waipareira Trust advertisement

Kia ora Matt. The CE is on leave at the moment which is why I have not replied. I thought best to wait for his return before replying to your email. I'm sorry you feel aggrieved.

Thanks  
Joe

On 14/06/2018, at 4:34 PM, Matthew Rogers (WDHB) [REDACTED] wrote:

Hi Joe

A bit disappointed to have not had the courtesy of a response a week later. Can you please advise as to the apparent unauthorised use of our DHB logo?

Regards  
Matt

## Matthew Rogers (WDHB)

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**From:** John Tamihere [REDACTED]  
**Sent:** Tuesday, 26 June 2018 13:45  
**To:** Matthew Rogers (WDHB)  
**Cc:** Joseph Lose  
**Subject:** WDHB LOGO

Kia Ora Matthew

The WDHB Logo was applied to the A&E Billboard campaign because the Waitakere Hospital Site is badged accordingly .

The distinction between Whitecross A&E and Waitakere Hospital A&E 500 metres apart is imperative .

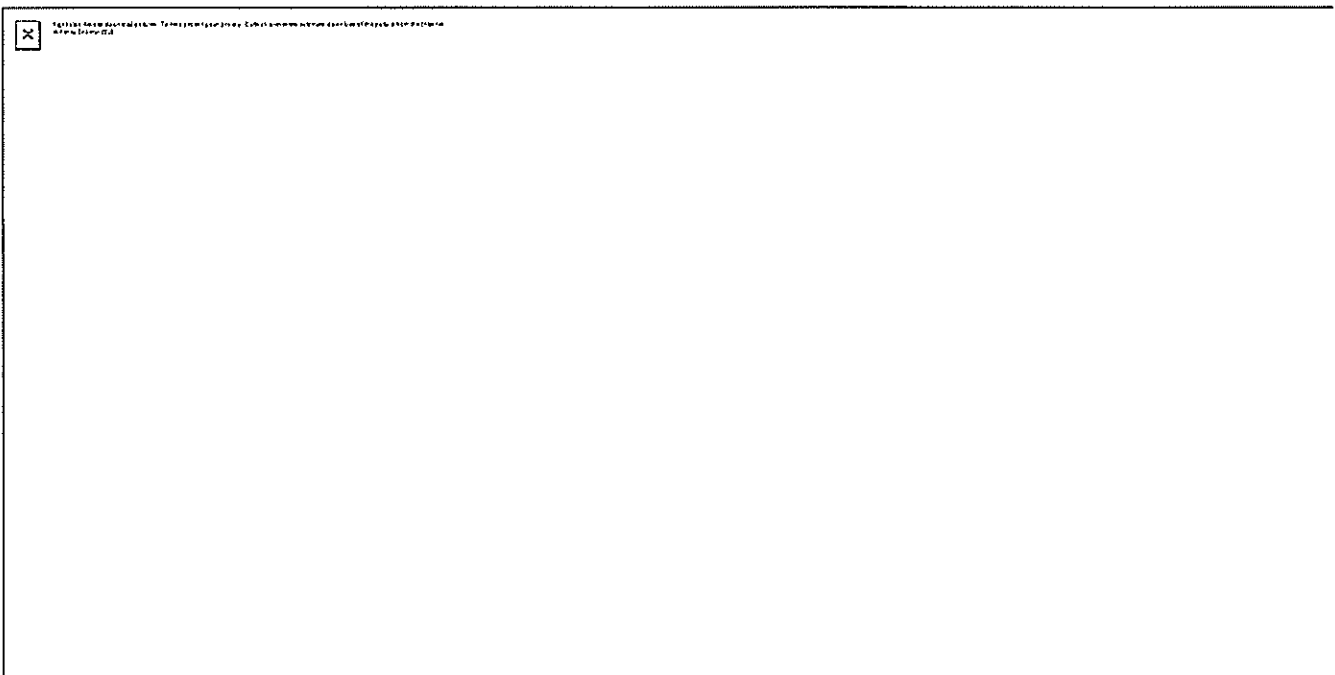
Furthermore everyone knows that Te Whanau o Waipareira has run this Winter campaign for 5 years .

The Waitakere Hospital A&E is publically funded and ultimately responsible for the Health of all West Aucklanders .

We do not want any acknowledgement in terms of promoting your DHB to such a worthy cause .

John Tamihere

Chief Executive Officer  
TE WHANAU O WAIPAREIRA



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