

18 May 2021

[REDACTED]  
Via Email: [REDACTED]

**Response to a request for official information**

Dear [REDACTED]

Thank you for your request for official information received 19 March 2021 by Nelson Marlborough Health (NMH)<sup>1</sup>, followed by the necessary extension of time 16 April 2021, where you seek the following information.

***PART A Digital Dictation***

• ***Do you use Digital Dictation?***

NMH response: Yes.

***If yes, could you please answer the following questions:***

***1. Name of the supplier & product:***

NMH response: Winscribe Text supplied by Sound Business Systems.

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

NMH response: Applicable Government Procurement Guidelines.

***3. The contract start date:***

NMH response: 18 September 2019.

***4. The contract end date:***

NMH response: 17 September 2022.

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<sup>1</sup> Nelson Marlborough District Health Board

**5. Total contract value:**

NMH response: This information is commercially sensitive to the supplier and, as such, it necessary to withhold under section 9(2)(b)(ii) 'to make that information available would be likely unreasonably to prejudice the commercial position of the person who supplied or is the subject of the information'. In the circumstances, the withholding of that information is not outweighed by other considerations which render it desirable, in the public interest, to make that information available.

**6. Is the product integrated with PAS or EPR:**

NMH response: No.

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

NMH response: It is necessary to withhold such individual employee details under section 9(2) of the Act to 'protect the privacy of natural persons, including that of deceased natural persons'.

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

NMH response: In reference to the accepted definition of official information 'held', agencies are required to provide a fact-based response. There is no obligation to create information and/or form an opinion and, as such, NMH declines to respond under section 18(g) 'the information requested is not held.'

**PART B Speech Recognition**

- **Do you use Speech Recognition?**

NMH response: No.

**PART C Outsourced Transcription**

- **Do you use Outsourced Transcription?**

NMH response: No.

**PART D Online Clinic / Video Consultation**

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

NMH response: Yes.

**If yes, could you please answer the following questions:**

**1. Name of the supplier & product:**

NMH response: Microsoft Teams and Connect NZ Zoom.

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

NMH response: Applicable Government Procurement Guidelines.

**3. The contract start date:**

NMH response: October 2018 (Microsoft), May 2020 (Connect NZ).

**4. The contract end date:**

NMH response: October 2021 (Microsoft), May 2022 (Connect NZ).

**5. Total contract value:**

NMH response: This information is commercially sensitive to the supplier and, as such, it is necessary to withhold under section 9(2)(b)(ii) *'to make that information available would be likely unreasonably to prejudice the commercial position of the person who supplied or is the subject of the information'*. In the circumstances, the withholding of that information is not outweighed by other considerations which render it desirable, in the public interest, to make that information available.

**6. Is the product integrated with PAS or EPR:**

NMH response: Not directly integrated.

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

NMH response: It is necessary to withhold such individual employee details under section 9(2) of the Act to *'protect the privacy of natural persons, including that of deceased natural persons'*.

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

NMH response: In reference to the accepted definition of official information 'held', agencies are required to provide a fact-based response. There is no obligation to create information and/or form an opinion and, as such, NMH declines to respond under section 18(g) *'the information requested is not held.'*

**PART E Health Information Systems**

**What suppliers do you use for the following?**

**1. PAS (Patient Administration System)**

NMH response: Orion Health.

**2. EPR (Electronic Patient Record)**

NMH response: Orion Health.

**3. eDMS (Electronic Document Management System)**

NMH response: Orion Health and Upsol.

**4. RIS (Radiology Information System)**

NMH response: COMRAD.

**5. Outward mailing service provider**

NMH response: Microsoft Exchange.

This response has been provided under the Official Information Act 1982. You have the right to seek an investigation by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or free phone 0800 802 602.

If you have any questions about this decision please feel free to email our OIA Coordinator [OIArequest@nmdhb.govt.nz](mailto:OIArequest@nmdhb.govt.nz) I trust that this information meets your requirements. NMH, 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.

Yours sincerely



Lexie O'Shea  
**Chief Executive**