

3 December 2021

[REDACTED]

[REDACTED]

Tēnā koe [REDACTED]

**YOUR OFFICIAL INFORMATION ACT (1982) REQUEST HBDHB REF: OIA2021151**

I refer to your Official Information Act request dated 15 November 2021 where you requested information from Hawke's Bay District Health Board (HBDHB). Your questions and HBDHB's response is provided below:

- *Call logs, showing the volume, frequency, length of calls by Healthline during the Delta outbreak.*
- *The number of calls to Healthline (incoming calls)*
- *The number of calls from Healthline teams (outgoing calls)*
- *A copy of any scripts used by Healthline teams*
- *Patients who were not contacted, either at all or in due time.*
- *Any advice to call 111*
- *The number of calls to/from Healthline advising patients to call 111*
- *Any information about the number of Covid patients who called 111 while self-isolating*
- *Date range applies from the beginning of the Delta outbreak to the most recently available information in November 2021*

Healthline is a national service. It is not managed/operated by Hawke's Bay DHB. Therefore, your questions relating to Healthline call data is declined under section 18 (g) of the Official Information Act due to information not held by Hawke's Bay DHB.

Hawke's Bay DHB does not manage/operate emergency service 111 calls. Therefore, your questions relating to 111 call data is also declined under section 18 (g) of the Official Information Act due to information not held by Hawke's Bay DHB.

I trust this information meets your needs. If you would like any further information or clarification please phone me. If you are not satisfied with this response you may contact the Office of the Ombudsman, phone 0800 802 602.

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TE PUNI WHAKARAE - CHIEF EXECUTIVE OFFICE

Hawke's Bay District Health Board

Telephone 06 878 8109 Fax 06 878 1648 Email: ceo@hbdhb.govt.nz, www.hawkesbay.health.nz  
Corporate Office, Cnr Omaha Road & McLeod Street, Private Bag 9014, Hastings, New Zealand

Please note that this response, or an edited version of this response, may be published on the Hawke's Bay DHB website after your receipt of this response.

Ngā manaakitanga

A handwritten signature in black ink, appearing to be 'Keriana Brooking', written over a horizontal line.

Keriana Brooking  
**Chief Executive Officer**

cc: *Ministry of Health via email: SectorOIAs@moh.govt.nz*  
*oia@hbdhb.govt.nz*