

20 April 2021

(name and contact details redacted)

Dear (name redacted)

YOUR OFFICIAL INFORMATION ACT (1982) REQUEST HBDHB REF: OIA2021027

I refer to your Official Information Act request dated 29 March 2021 where you requested information from Hawke's Bay District Health Board (HBDHB). Your questions and HBDHB's response is provided below:

Digital Dictation

- ***Do you use Digital Dictation?***

If yes, could you please answer the following questions:

- 1. Name of the supplier & product:***
- 2. What procurement method (if any) was used to obtain this system i.e. what framework:***
- 3. The contract start date:***
- 4. The contract end date:***
- 5. Total contract value:***
- 6. Is the product integrated with PAS or EPR:***
- 7. What is the name, position and contact email/telephone number of the key internal stakeholder for this service:***
- 8. What would you like to see in this product that is currently not being delivered:***
 - 1 Yes HBDHB use Sound Business Systems – Winscribe Text
 - 2 This was an upgrade of an existing Winscribe platform
 - 3 Contract start date - 04 March 2020
 - 4 Contract end date - 03 March 2023
 - 5 The contract value is circa \$500-600k over a three year period (includes vendor implementation costs etc). The exact contract value is withheld under section 9 (2)(b)(ii) of the Official Information Act relating to not unreasonably prejudicing the commercial position of the contractor.
 - 6 Yes, feeds are received from ECA with patient information
 - 7 Executive Director Digital Enablement Anne Speden
 - 8 Nil

Speech Recognition

- ***Do you use Speech Recognition?***

If yes, could you please answer the following questions:

- 1. Name of the supplier & product:***
- 2. What procurement method (if any) was used to obtain this system i.e. what framework:***
- 3. The contract start date:***
- 4. The contract end date:***
- 5. Total contract value:***
- 6. Is the product integrated with PAS or EPR:***

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

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

Hawke's Bay DHB has not purchased speech recognition software but has future plans to enable Winscribe voice transcription capability.. (Note): Speech Recognition is used within the Phillips Regional Radiology Information System (RRIS) but this comes with the product (not purchased individually).

Outsourced Transcription

● **Do you use Outsourced Transcription?**

If yes, could you please answer the following questions:

1. Name of the supplier:

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

3. The contract start date:

4. Volume of letters per month:

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

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

Not applicable, HBDHB does not outsource transcription services.

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 & product:

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

3. The contract start date:

4. The contract end date:

5. Total contract value:

6. Is the product integrated with PAS or EPR:

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

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

1 Hawke's Bay DHB uses Zoom as its video consult platform.

2 License procurement was through PO. The service began during the 2020COVID outbreak to enable staff to communicate while working at home. These licenses are now also used for Telehealth.

3 There is no contract – Zoom licenses are subscription licenses - therefore are valid for one year only. The majority of these licenses were purchased in April 2020 so are now due for renewal.

4 Refer response above.

5 The total annual cost for Zoom licenses is \$19K. As noted above, the licenses also cover the ability for Telehealth.

6 Currently Telehealth is not intergrated to PAS. However, this integration may occur in the future.

7 Executive Director Digital Enabelement Anne Speden.

8 The telehealth solution currently in place allows remote consults to take place for low risk patients. In the future. HBDHB is looking to introduce technology that allows it to progress beyond a simple verbal consult and allow remote monitoring and complex assessments on a wider patient cohort.

Health Information Systems

What suppliers do you use for the following?

1. PAS (Patient Administration System)

2. EPR (Electronic Patient Record)

- 3. eDMS (Electronic Document Management System)**
- 4. RIS (Radiology Information System)**
- 5. Outward mailing service provider**
 - 1 DXC webpAS on premise
 - 2 Orion Health Clinical Portal via TAS (20 DHB Technical Advisory Service)
 - 3 None currently
 - 4 Phillips Regional RIS via TAS
 - 5 M365 Exchange Online.

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.

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.

Yours sincerely

Anne Speden
Executive Director Digital Enablement

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