

Wednesday, 28 April 2021

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Re: Official Information Act Request – Digital dictation

Kia ora ██████████

Thank you for your request for information under the Official Information Act 1982.

You asked:

- Do you use Digital Dictation?

If yes, could you please answer the following questions:

1. Name of the supplier and 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:

- Do you use Speech Recognition? Yes

If yes, could you please answer the following questions:

1. Name of the supplier and 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:

Outsourced Transcription

- Do you use Outsourced Transcription? No

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:
[REDACTED] 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:

Online Clinic / Video Consultation

- Do you use Online Clinic /Video Consultation? Yes

If yes, could you please answer the following questions:

1. Name of the supplier and 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: No
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:

Health Information Systems

What suppliers do you use for the following?

- PAS (Patient Administration System)
- EPR (Electronic Patient Record)
- eDMS (Electronic Document Management System)
- RIS (Radiology Information System)
- Outward mailing service provider

Our response to your request is as follows:

Digital Dictation:

Hauora Tairāwhiti uses Olympus (via Dictation Distributors Limited) DMS, Olympus DS9500 DVR kit for digital dictation. This system has been procured on an ad-hoc basis, with standard warranty coverage. This product is not integrated with PAS or EPR which is a feature that we would like to see in this product. Under section 9(2)(a) of the Official Information Act 1982 we cannot provide the name, position and contact email / telephone number of the key internal stakeholder for this service [REDACTED] *“protecting the privacy of natural persons ...”*

Speech recognition:

Hauora Tairāwhiti uses Dragon Naturally Speaking (via Sound Business Solutions), Philips Speech Mic Wired for speech recognition. This system has been procured on an ad-hoc basis with support provided on demand. The per annum cost of using this product was \$5,815.55 based on the 2020 year. This product is not integrated with PAS or EPR. Under section 9(2)(a) of the Official Information Act 1982 we cannot provide the name, position and contact email / telephone number of the key internal stakeholder for this service due to *“protecting the privacy of natural persons ...”*

Outsourced transcription:

Hauora Tairāwhiti does not use outsourced transcription

Online clinic / video consultation:

Hauora Tairāwhiti uses Zoom Videoconferencing (via Connect NZ) for online clinic / video consultation and has 90 Pro licenses, four Room Licenses, and two Legacy connectors. This product has been procured on an annual subscription basis at a cost of \$43,279.10 per annum based on the 2020 year. This product is not integrated with PAS or EPR. Under section 9(2)(a) of the Official Information Act 1982 we cannot provide the name, position and contact email / telephone number of the key internal stakeholder for this service due to *“protecting the privacy of natural persons ...”*

Health Information Systems:

Hauora Tairāwhiti uses each of the following health information systems:

- PAS (Patient Administration System):
DXC i. Patient Manager (iPM)
- EPR (Electronic Patient Record):
Orion Concerto (Te Manawa Taki Clinical Portal)
- eDMS (Electronic Document Management System):
Microsoft SharePoint
- RIS (Radiology Information System):
Kestral Karisma (via Midland RIS/PACS)
- Outward mailing service provider:
Microsoft Exchange (On Premise)

If you are not satisfied with this response you may contact the Office of the Ombudsmen, phone 0800 802 602.

Please note this response or an edited version of this response may be published on the Hauora Tairāwhiti DHB website. Your personal/identifying information will be redacted from any responses published. If you feel that there are good reasons why your response should not be made publicly available, we will be happy to consider this.

Ngā mihi



Jim Green
Chief Executive
Hauora Tairāwhiti