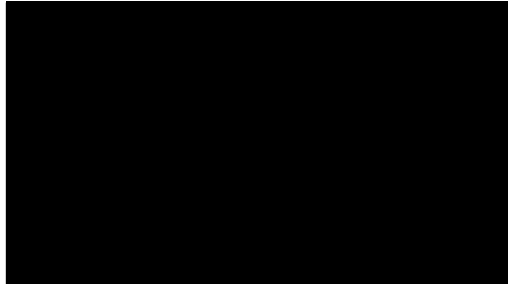


16 April 2021



**Re: Official Information Act request – Use of Digital Dictation, Speech Recognition, Outsourced Transcription, Online Clinic/Video consultation and suppliers for Health Information Systems**

I refer to your Official Information Act (OIA) request dated 19 March 2021, requesting the following information:

**Digital Dictation**

**Do you use Digital Dictation?**

Auckland DHB does use digital dictation.

If yes, could you please answer the following questions:

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

Supplier: Sound Business Systems Ltd  
Product: Winscribe Digital dictation

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

The solution has been in use since 2003. We have no record of the procurement process used.

**3. The contract start date:**

Approximately April 2003

**4. The contract end date:**

There is an annual renewal of support and maintenance terms.

**5. Total contract value:**

This information is withheld under OIA s9(2)(b)(ii) - the information is commercially sensitive and making it available would be likely to unreasonably prejudice the commercial position of the supplier.

**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:**

Mary Thompson, Director Information Management Operations ( [REDACTED]

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

Auckland DHB does not hold the information requested

**Speech Recognition**

**Do you use Speech Recognition?**

Speech recognition has limited application at Auckland DHB. For example, it is not used in clinical transcription team. There is a module capable of speech recognition within our imaging system and used exclusively by the radiologists. We also have a few individual licences for Dragon mobile which is used by a small number of our psychiatrists.

If yes, could you please answer the following questions:

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

- (a) RIS Speech magic  
Supplier: Agfa RIS  
Product: RIS Speech Magic
- (b) Dragon mobile  
Supplier: Sound Business Systems Ltd  
Product: Dragon Mobile

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

- a) RIS Speech magic, the solution is a component of our radiology information system which has been in use since 2001 and was awarded after an open tender process.
- b) Dragon mobile, we have no record of the procurement process used. This is use in Mental Health Services

**3. The contract start date:**

- a) RIS Speech magic: March 2017
- b) Dragon mobile: Not recorded

**4. The contract end date:**

- a) RIS Speech magic: ongoing contract renewed annually
- b) Dragon mobile: annual renewals in June

**5. Total contract value:**

This information is withheld under OIA s9(2)(b)(ii) - the information is commercially sensitive and making it available would be likely to unreasonably prejudice the commercial position of the supplier.

**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:**

- a) Nicola O'Carroll, PACS Team Leader, [REDACTED]
- b) Sharon Kipling-Adamson, Operations manager CAMHS and Regional mental health service group, [REDACTED]

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

Auckland DHB does not hold the information requested

## Outsourced Transcription

Do you use Outsourced Transcription?

Yes

If yes, could you please answer the following questions:

**1. Name of the supplier:**

Transcriptionz

Medx

Prescribe

Digitype

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

HealthSource issued a regional Request for Proposals to procure outsourced transcription services for the three Auckland metropolitan District Health Boards.

**3. The contract start date:**

01/06/2018

**4. Volume of letters per month:**

The contracts are based on hours of dictation; about 150 hours per week.

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

Mary Thompson, Director Information Management Operations ( [REDACTED] )

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

Auckland DHB does not hold the information requested

## 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 & product:**

Zoom

Supplier: Connect NZ

Product: Zoom

Video conferencing hardware using Polycom CODEC hardware solution

Supplier: Vivid Solutions Limited

Product: Poycom hardware and real Presence software

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

- NZ Connect: Procurement by HealthSource via a regional RFP.
- Vivid Solutions Limited: NZ Health Partnerships established a contract on behalf of all DHBs.

**3. The contract start date:**

- NZ Connect:– August 2018
- Vivid Solutions Limited: May 2012 contract renewed October 2014.

**4. The contract end date:**

Both contracts renew annually.

**5. Total contract value:**

This information is withheld under OIA s9(2)(b)(ii) - the information is commercially sensitive and making it available would be likely to unreasonably prejudice the commercial position of the supplier.

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

- NZ Connect: No current integration with PAS
- Vivid Solutions Limited: no integration required

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

Nathan Billing, Product owner Telehealth, 

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

Auckland DHB does not hold the information requested

### Health Information Systems

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

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

In-house product managed by healthAlliance

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

EPR – Orion Clinical Portal and 3M Chartview  
RIS (Radiology Information System) - Impax RIS – AGFA Healthcare

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

There is no dedicated (or generalised) eDMS in the region.

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

The RIS is provided by Agfa healthcare.

5. **Outward mailing service provider**

NZ Post/DX Mail

You are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Please note that this response, or an edited version of this response, may be published on the Auckland DHB website.

Yours faithfully



Ailsa Claire, OBE

**Chief Executive of Te Toka Tumai (Auckland District Health Board)**

