

17 April 2019



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Re Official Information Act Request - Use of NZ's ambulance services for non-residents and tourists

I refer to your Official Information Act of 21 March 2019 for information around the use of NZ's ambulance services by non-residents and tourists.

I note your original request as follows:

- *How many times over the past five years did non-residents needed emergency ambulance assistance?*
- *How much have emergency assistance ambulance trips for non-residents cost over the past five years?*
- *How much have non-urgent patient transfers of non-residents cost over the past five years?*
- *What were the top five most expensive ambulance trips for non-residents?*
- *Which districts had the most expensive ambulance costs for non-residents?*

Your request was received by the Ministry of Health on 21 February 2019 and partially transferred to DHBs with advice, based on your third question, to provide the number of Inter Hospital Transfers involving non-residents if the information is available.

Auckland District Health Board does not hold information about inter hospital transfers including information about transfers for non-residents. We are generally the recipients of transfers to our hospital from other centres.

Information about all the ambulance services, including inter hospital transfers, would be held by the St Johns Ambulance Service and your inquiry is best directed to them.

Your request is refused under section 18(e) in that documents containing the information requested do not exist or cannot be found.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Yours faithfully



Ailsa Claire, OBE
Chief Executive