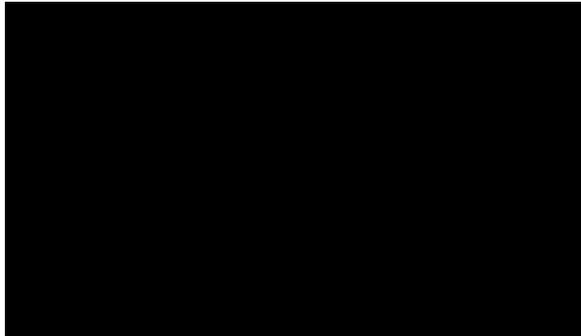


9 September 2020

Ph: (09) 630-9943 ext: 22342

Email: ailsac@adhb.govt.nz



Re Official Information Request – Data on Telehealth appointments

I refer to your official information request dated 24 August 2020 requesting the following information:

I am writing an article about the use of telehealth at DHBs and the impact of Covid-19 on this. Can you please let me know:

- 1. Average number of telehealth appointments conducted at your DHB per week in November 2019 (or another month pre-pandemic)**

	Telephone	Videoconference
Average number of appts per week November 2019	245	13

- 2. Average number of telehealth appointments conducted at your DHB per week in April 2020?**

	Telephone	Videoconference
Average number of appts per week April 2020	3,335	472

- 3. Average number of telehealth appointments conducted at your DHB per week in the most recent week you have data for (July/Aug 2020)?**

	Telephone	Videoconference
Average number of appts per week August 2020 (first three weeks)	1,525	248

4. If possible, a breakdown of what kind of appointments these were, ie via phone or video consultation, would be really helpful.

Breakdown between telephone and video is provided in the tables above – please note the data above is from our primary outpatient appointment system PHS and does not include telehealth appointment data from other systems.

If you don't collect this kind of data, can you provide me with any information regarding your DHB's use of telehealth before Covid-19, whether this increased during the first lockdown and whether use of telehealth has continued as the country reduced alert levels?

N/A

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 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