



23 November 2021

John Edens
Auckland Bureau Chief
Radio New Zealand House
171 Hobson Street
PO Box 2209
Auckland 1140

Email: John.Edens@rnz.co.nz

Dear John

Official Information Act Request: OIA 13935 Calls to 111 or Healthline

Thank you for your request for information of 15 November 2021 where you requested the following information from the Waikato District Health Board.

Question:-

Under the Official Information Act, please provide information held, including but not limited to emails, reports, meeting minutes, memos, data, audiovisual materials and correspondence to/from the DHB about:

- Call logs, showing the volume, frequency, length of calls by Healthline during the Delta outbreak.
- The number of calls to Healthline (incoming calls)
- The number of calls from Healthline teams (outgoing calls)
- A copy of any scripts used by Healthline teams
- Patients who were not contacted, either at all or in due time.
- Any advice to call 111
- The number of calls to/from Healthline advising patients to call 111
- Any information about the number of Covid patients who called 11 while self-isolating
- Date range applies from the beginning of the Delta outbreak to the most recently available information in November 2021.

Waikato District Health Board response:

Under Section 18 (e) of the Official Information Act 1982, the Waikato District Health board is unable to provide this information as it does not exist.



You have the right to request the Ombudsman investigate and review the decision to withhold the information. The Ombudsman's postal address is:

The Ombudsman
Office of the Ombudsmen
P O Box 10-152
WELLINGTON

Waikato DHB supports the open disclosure of information to assist community understanding of how we are delivering publically funded healthcare. This includes the proactive publication of anonymised Official Information Act responses on our website from 10 working days after they have been released.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Lisa Gestro', with a large, sweeping flourish extending to the right.

Lisa Gestro
Executive Director Strategy, Investment and Transformation