



Planning and Funding
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4 May 2020

Amy Van Wey Lovatt

By email: fyi-request-12108-26ab0a13@requests.fyi.org.nz;

Dear Ms Van Wey Lovatt

RE Official information request CDHB 10306 and WCDHB 9423

We are writing to acknowledge your email dated 3 April 2020 to the Ministry of Health which they subsequently partially transferred to Canterbury DHB and West Coast DHB on 1 May 2020 requesting the following information with regard to consumers rights and physicians' obligations. Specifically, the Ministry has transferred to us the following:

According to the Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996, Right 6 clause 3 (c), "Every consumer has the right to honest and accurate answers to questions relating to services, including questions about...(c) how to obtain an opinion from another provider;". Further, Right 7 clause 8 states: "Every consumer has the right to express a preference as to who will provide services and have that preference met where practicable." According to the MoH Operational Policy Framework 2019/20, available through Nationwide Service Framework Library <https://nsfl.health.govt.nz>; section 7.5.2 "Regions should ensure that clear referral pathways are in place and known to all clinicians."

Background

I am a New Zealand citizen. Waikato DHB, my DHB of Domicile (DoD), has insisted that my GP provide a referral to services outside my DoD; however, when my GP referred me to the Southern DHB, the only DHB we could find which had a protocol consistent with the Endocrine Societies Guidelines for testing for hyper aldosteronism, the Southern DHB rejected the referral on the grounds that the referral was from my GP and not my specialist, Dr Wu, at my DoD. Clearly, Waikato DHB and Southern DHB cannot both be correct, as they contradict each other. [The statement, referrals must be from GPs AND referrals cannot be from GPs, is logically false.]

1. I respectfully request a copy of each referral pathway for each region in New Zealand.

We will consider your request against the provisions of the Official Information Act (see below) and advise you of our decision regarding the release of information within 20 working days (being the statutory timeframe provided within the Act.) Accordingly, we will notify you, no later than 1 June 2020 of our decision.

It should be noted that many key staff involved with the sourcing and preparation of material for your request are also directly involved with work associated with COVID-19. This may impact on our ability to respond to certain OIA requests within normal time frames.

15 Decisions on requests

(1) Subject to this Act, the department or Minister of the Crown or organisation to whom a request is made in accordance with [section 12](#) or is transferred in accordance with [section 14](#) of this Act or [section 12](#) of the Local Government Official Information and Meetings Act 1987 shall, as soon as reasonably practicable, and in any case not later than 20 working days after the day on which the request is received by that department or Minister of the Crown or organisation,—

(1)(a) decide whether the request is to be granted and, if it is to be granted, in what manner and for what charge (if any); and

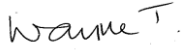
(1)(b) give or post to the person who made the request notice of the decision on the request

[If we are unable to make a decision on your request by the date noted above, we will notify you of an extension of that timeframe.]

Your request is being handled by Kathleen Smitheram. If you have any queries, please feel free to contact either myself (details above) or Kathleen. (Kathleen.smitheram@cdhb.health.nz; Phone 364-4134). Please refer to the OIA number above when phoning or emailing.

If any additional factors come to light which are relevant to your request, please do not hesitate to contact us so that these can be taken into account.

Yours sincerely



Wayne Turp
Project Specialist

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