

30 October 2024

[fyi-request-28444-ca107da3@requests.fyi.org.nz](mailto:fyi-request-28444-ca107da3@requests.fyi.org.nz)

Tēnā koe

## Your request for official information, reference: HNZ0065742

Thank you for your request for information of 19 September 2024 for the average number of working days it takes for Capital Care to fulfil a prescription request by phone per month for the last two financial years.

### Response

Health NZ does not hold the information you requested and therefore refuses your request under section 18(e) of the Official Information Act 1982.

The current contract (ICPSA) for dispensing and professional advisory services requires a prescription form to be presented to the relevant pharmacy.

Under the ICPSA, the Provider must ensure that:

- a) 90% of Service Users receive the relevant Pharmaceuticals within one hour if the Prescription Form is presented during a Business Day;
- b) 99% of Service Users receive the relevant Pharmaceuticals before the end of the next Business Day, if the Prescription Form is presented during a Business Day; and
- c) 100% of Service Users receive the relevant Pharmaceuticals within two Business Days, if the Prescription Form is presented during a Business Day.

### How to get in touch

If you have any questions, you can contact us at [hnzOIA@Tewhatauora.govt.nz](mailto:hnzOIA@Tewhatauora.govt.nz).

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or by phoning 0800 802 602.

As this information may be of interest to other members of the public, Health NZ may proactively release a copy of this response on our website. All requester data, including your name and contact details, will be removed prior to release.

Nāku iti noa, nā



### Alison Russell

Regional Manager Living Well – Te Ikaroa / Central Region  
Commissioning | Te Whatu Ora

[TeWhatuOra.govt.nz](http://TeWhatuOra.govt.nz)

Health NZ, PO Box 793,  
Wellington 6140, New Zealand