



West Coast District Health Board

Te Poari Hauora a Rohe o Tai Poutini

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24 December 2018

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RE Official information request WCDHB 9258

We refer to your email dated 10 December 2018 requesting the following information under the Official Information Act from West Coast DHB regarding pager systems for medical staff. Specifically:

We would like to know how widely these are used in New Zealand's public health system. We therefore request the following information:

- 1. The number of pagers used and owned by the DHB, and what these are used for (including how regularly they are used); and**

The West Coast DHB has 67 short-range pagers used by medical staff, support staff and support services. We estimate there are in excess of 200 "pages" per day across the 67 devices. The West Coast DHB owns and maintains this system.

The West Coast DHB has 27 long-range pagers used by medical staff, support staff and control system alarms. There are on average five "pages" per day across the 27 devices.

- 2. Any advice, analysis or planning documents in the last 12 months about phasing out pagers by upgrading to more modern communications systems; and**

Geographical challenges within the West Coast region make the current paging system the only fit for purpose system currently available. However this approach will be reviewed on an ongoing basis as advances in communication platforms and cellular coverage occur.

- 3. Any advice, or analysis in the last 12 months about the reliability of the DHB's paging systems.**

The short-range paging system has a proven track record of reliability i.e. a single failure in 18 yrs.

The long-range paging service is provided by a third party, a reliable telecommunications network, with minimal outages reported over last 18 yrs.

I trust that this satisfies your interest in this matter.

Please note that this response, or an edited version of this response, may be published on the West Coast DHB website after your receipt of this response.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Gullery', with a long, sweeping horizontal line extending to the right.

Carolyn Gullery
Executive Director
Planning, Funding & Decision Support