

13 September 2019

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**Response to your request for official information**

Thank you for your request for information under the Official Information Act 1982 (the Act) to the Ministry of Health (the Ministry) on 19 August 2019 for:

- “- All costs relating to the development of ManageMyHealth. In particular, the cost to develop the ManageMyHealth Patient Portal, including the cost to develop the mobile application.*
- ManageMy Health usage data - in particular number of registered accounts, number of active registered accounts, number of application downloads.”*

The Ministry was not involved in the design or funding of the patient portal ManageMyHealth and is unable to provide costs relating to the development of ManageMyHealth. Your request is therefore refused under section 18(g) of the Act, as the information is not held by the Ministry and there are no grounds for believing that the information is held by another department or Minister of the Crown or organisation subject to the Act.

The Ministry requests usage data from primary health organisations (PHOs) on patient portal uptake by general practices every quarter. The data includes how many general practices have a patient portal, and the number of patients who have registered for a patient portal. PHOs do not provide data on the number of patients that have activated a patient portal.

As at June 2019:

- Of the 632 general practices with portals, 337 use the ManageMyHealth patient portal.
- Of the 4,708,2335 enrolled population reported on, 885,779 people have registered to use a portal.

I trust that this information fulfils your request. Under section 28(3) of the Act you have the right to ask the Ombudsman to review any decisions made under this request.

Please note that this response, with your personal details removed, may be published on the Ministry website.

Yours sincerely



Shayne Hunter  
Deputy Director-General  
Data and Digital