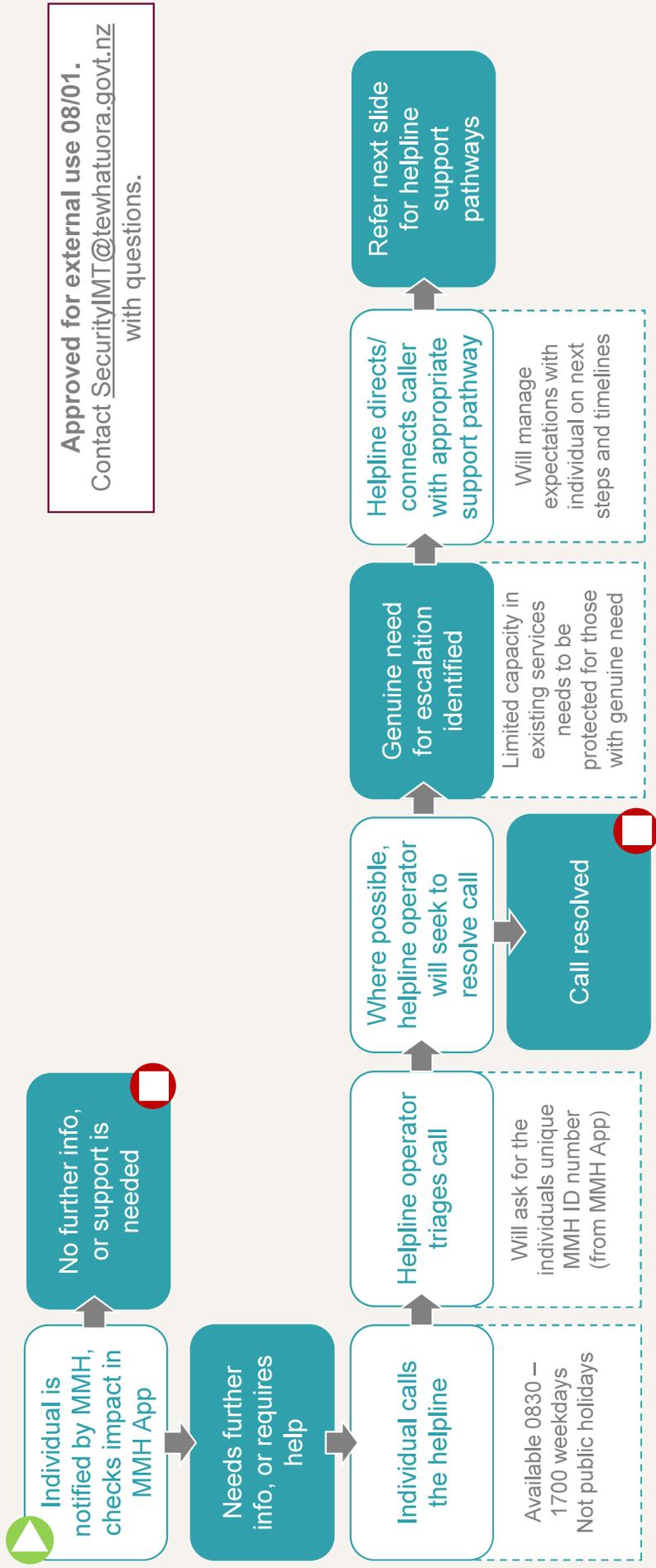


Notification to Support Journey Flow



Approved for external use 08/01.
 Contact SecurityIMT@tewhatuora.govt.nz with questions.



Helpline support pathways

Approved for external use 08/01.
Contact SecurityIMT@tewhatuora.govt.nz
with questions.

Support need	Pathway
Urgent calls with imminent harm	Directed to call 111
More information about MMH breach, impacts	MMH portal for impacts. MMH call back service if question isn't covered by FAQs
More information/ advice about current medical conditions / whānau situation	Referred to GP. If they are not enrolled with a GP, referral to Healthline or online GP services
Have a question regarding an active hospital-specific clinical content within a document	Call back service from Northland District
Psychosocial advice and guidance - welfare	Refer to 1737 Tend, Puāwaitanga are available online
Psychosocial support needed	Access and Choice via internal referral pathway
Concerns about Identity theft	Directed to call ID Care (with the ID Care code #)
Experiencing secondary harm from breach (fraud/ theft/coercion)	Directed to report this to the Police 105 line

A monitoring group will make daily reviews for emerging risks and issues – changes to these mappings may be implemented to manage risk.

