



29 January 2026

## **Further information for practices affected by the Manage My Health data breach (MMH Breach)**

On 16 January 2026, WellSouth issued information regarding the Manage My Health Data Breach, to help practices within our network navigate the breach.

Some practices have queried how they can engage with their patients in respect of the MMH Breach, specifically whether they can proactively contact affected patients.

WellSouth has obtained legal advice on these additional questions. As with the earlier information, the response is provided to you on a no reliance basis. We recommend you seek your own legal advice.

### ***Can practices proactively contact their affected patients?***

MMH stated in its [23 January 2026 update](#) that it has notified "a large proportion" of affected patients, however we understand that MMH has not yet contacted **all** affected individuals.

WellSouth understands that:

- many practices are aware that certain patients on their current MMH Affected Patient List have not yet received notification from MMH that they have been affected; and
- some practices have elected to proactively contact patients on the MMH Affected Patient List or wish to do so.

New Zealand privacy law does not restrict a practice from communicating with its patient base (or groups of patients within its patient base) or individual patients regarding the MMH Breach.

If you do wish to proactively contact your patients on the MMH Affected Patient List provided to your practice, you may do so. WellSouth provides some **suggested wording** for this purpose below. This wording is intended as starting point only to reduce the burden on practices by providing plain-language wording that can be adapted locally while remaining aligned with current national knowledge.

Practices must use their judgement in how and when to communicate with patients and consider the needs of your patient base, what statements you have already made to your patients regarding the MMH Breach and, any specific information communicated to your practice by MMH.

Please note the following risks when contacting patients on your MMH Affected Patient List:

- *Accuracy of the MMH Affected Patient List:* Information from MMH regarding affected individuals continues to evolve. It is possible that individuals recorded on the MMH Affected Patient List as impacted, may subsequently be confirmed to be not impacted (and vice-versa). The uncertainty inherent in the MMH Affected Patient List should be acknowledged.

- *Access to Health NZ funding:* Health NZ has made funding available to practices to support patients who (1) request clarification of clinical records accessed as part of the breach; or (2) require proactive GP-led support because of identified vulnerabilities. There is an exclusion in the funding criteria which practices should note: Funding is not available for consultations resulting from proactive contact from GPs to patients (other than where Health NZ or MMH has asked the practice to proactively consult with a patient due to identified vulnerabilities). While we do not consider general communications to your patient database (it its entirety) acknowledging the breach to constitute "proactive contact" by the practice, tailored messages to only those patients on your MMH Affected Patient List which flag the availability of free GP or NP-led consultations risk any resulting consultations as being deemed excluded from Health NZ's funding. The boundary of the exclusion to the funding criteria (i.e. what constitutes "proactive contact from GPs to patients") is currently not clear. We are engaging with Health NZ to clarify this.

The focus of any patient communication should remain on sharing information about what is known, acknowledging uncertainty, and ensuring patients know where to get accurate information and support.



### **Suggested wording - initial communication to patients on MMH Affected Patient List**

Dear/Kia ora

We would like to inform you of how the recent Manage My Health cybersecurity breach – the patient portal used by our practice and many other general practices across Aotearoa New Zealand – has affected you.

Manage My Health (MMH) has been responsible for letting impacted people know their status, however we know many people who are impacted have not yet been contacted. MMH has also provided general practices with a list of impacted people, though there is little detail. Your name is on the current list, and we feel it is important to let you know so that we can help.

#### ***What we understand about the incident***

Based on the information available to us, the part of the Manage My Health platform involved in this incident is 'Health Documents'. This area primarily contains documents uploaded by patients. In some cases, it may also include documents from other parts of the health system, such as hospital discharge summaries or specialist letters.

#### ***What we can confirm***

The Patient Management System (PMS) which has your health history was not breached and is separate to the MMH platform.

Health Documents does not include clinical notes or information entered by our doctors, nurses or other staff about your care with us.

Because we cannot see your documents on the platform, we cannot confirm which were accessed, downloaded or used, or what actions may have been taken following the incident.

#### ***What you can do next***

If you still have an active Manage My Health account, you may wish to log in (we've been told the browser version is more reliable than the mobile app during this incident period). You may find a red 'impacted' notice, including a message about ringing the 0800 helpline. You should follow these instructions. You will also be able review the documents stored in the Health Documents section.

You may also find a green notice saying you are not impacted, though this is less likely. Or you might find a blank screen, which means you may be impacted but not yet notified.

We understand that this can be very distressing and confusing. There is some help available.

#### ***Where to find information***

For further information, questions about the incident, or advice, Manage My Health has set up a dedicated helpline.

**Call 0800 747 778**, available weekdays between 8.30 am and 5.00 pm. The helpline is managed by Whakarongorau, a national telehealth wellbeing provider.



If you have been contacted by Manage My Health, you may have been given a reference number. If you do not have a reference number, please quote this when calling.

Email: Patients contact: [info@managemyhealth.co.nz](mailto:info@managemyhealth.co.nz)

FAQs: [www.managemyhealth.co.nz/faqs-cyber-breach](http://www.managemyhealth.co.nz/faqs-cyber-breach) or search “manage my health faqs”

***We can also help***

We recognise that receiving news like this can be worrying or stressful. If you would like support, our team is here to help. While we can't share detail on documents accessed, we can offer wellbeing and or clinical advice. Please talk to us about how we can help.

Thank you,