

# ManageMyHealth Cyber Incident Briefing – 9<sup>th</sup> Jan (PM)



This briefing aims to provide a clear and factual update on the recent Manage My Health cybersecurity incident, what has been confirmed to date, and what this means in practice for general practices and patients.

The purpose of this discussion is to provide reassurance, clarify responsibilities, and support practices to continue normal operations with confidence.

# Latest information available



Updated as of 9<sup>th</sup> January

- As at 10 am this morning - 55,000 notifications were sent (cohort included active accounts with MMH). Further cohort notifications will continue over the weekend and early next week.
- 0800 Helpline open over the weekend – Opening Hours 8:30 am – 5:00 pm
- Notifications sent at 8:30 each day – Email to affected practices, encourage patients to go portal for details, reference number and support numbers.
- Funding for Practices: Patient consultation support has been announced.
- Practices that have notified MMH of Vulnerable Patients – Will be contacted next week on approach.
- Access and Choice and Brief Intervention Services will be available to support to your practices – Referrals should include that patients are part of the MMD Data Breach – Info sent to Practices this morning.
- Closing accounts is occurring; however, ManageMyHealth will be using this for future notifications and contacts. Notifications are being sent to users and are being directed to the portal where further details are available – such as 0800 number and support resources.

## Notification process

### Patient notification process

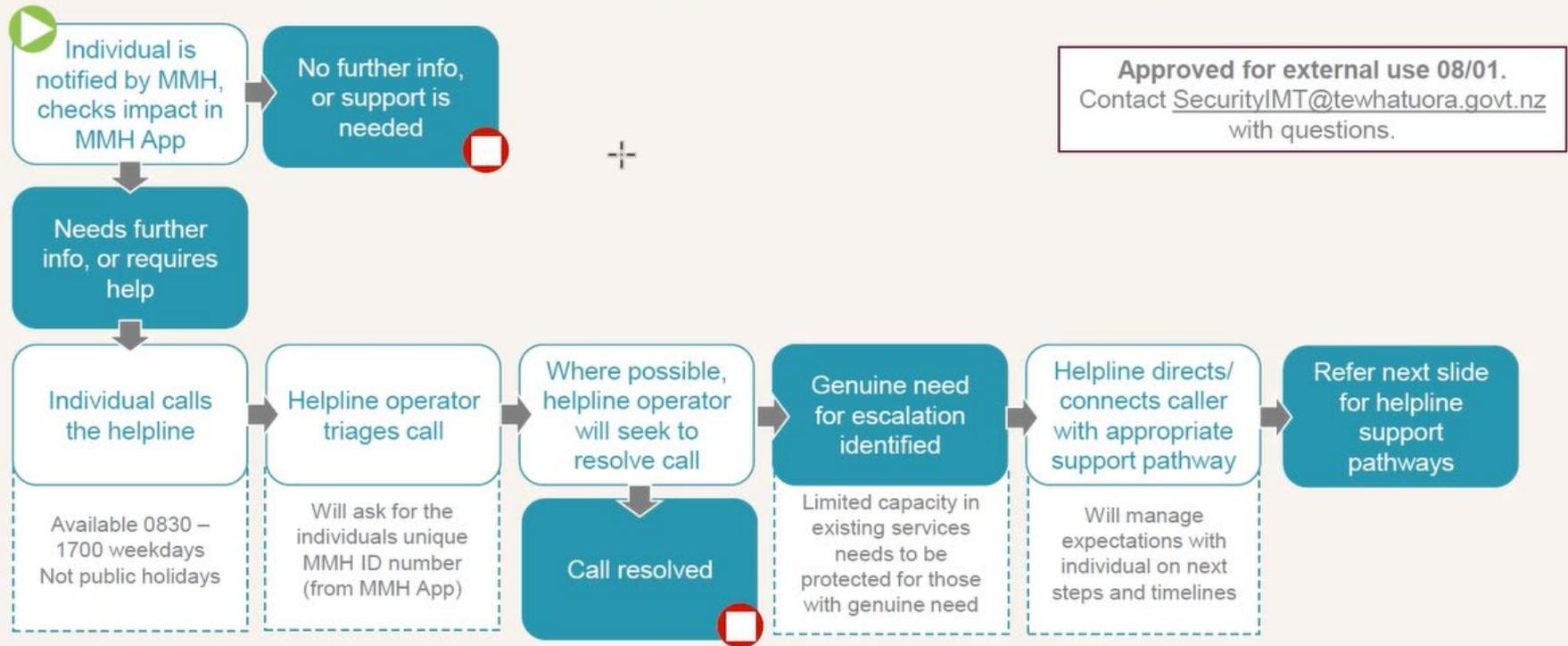
- Registered & currently active & not flagged as highly vulnerable: will receive an email saying you have been affected and directing the patient to log in to MMH to see what documents have been copied. The MMH my document folder shows the hacked docs in red. The notifications will go out in waves starting 8 Jan.
- Registered & currently active & flagged as highly vulnerable: held back from notification - process to be further considered.
- Registered, not currently active / no email contact details: process to be further considered

### GP Practice notification process

- Practices that are current MMH customers: been notified and provided a list via secure MMH provider portal.
- Practices that are not MMH customers: will receive an email from MMH to establish appropriate contact (e.g. practice privacy officer). That person will be sent a password protected file with a patient list.

# Latest information available

## Notification to Support Journey Flow



# Important things to be aware of

- No IMT meetings are being held over the weekend.
- Feedback on whether we continue with these 4:30 Drop-In sessions next week.
- Legal options are being considered and need to ensure your practices are protected as is WellSouth, on our advice.
- Te Whatu Ora will be providing Patient, Practices affected and submit these on behalf of the sector to the Office of the Privacy Commissioner – Practices won't be required.
- If you have any questions or concerns, please use [practicesupport@managemyhealth.co.nz](mailto:practicesupport@managemyhealth.co.nz)
- Any suspicious emails, templates, social media posts, or media enquiries should be forwarded to [securityimt@tewhatauora.govt.nz](mailto:securityimt@tewhatauora.govt.nz) – this email is not for public sharing.
- Please include [communications@wellsouth.org.nz](mailto:communications@wellsouth.org.nz) and [practicenetwork@wellsouth.org.nz](mailto:practicenetwork@wellsouth.org.nz) in any correspondence to help us connect issues or questions across the network.

# WellSouth support and next steps

- WellSouth remains closely connected with Manage My Health, Health NZ, and other PHOs.
- Updates will continue to be shared as soon as information is confirmed.
- WellSouth hosted Practice Hui (like this) will continue to hold each day this week.
- We will also start sending summaries out to you all – given not everyone can attend this hui.