

WA SCRIPT

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Kia ora, thanks for calling the Manage My Health helpline. My name is (your name).

Before we go any further, have you received an email from Manage My Health advising that your information may have been impacted by a recent security incident?

If yes:

Thank you. Could you please provide the reference number found within your Manage My Health portal?

If no:

That's okay. I can still help. How can I assist you today?

If the caller **has received the email and provides the ID**, continue:

Thank you. Before we move to your questions, I will briefly explain what happened, what information was involved, and the current status. This will take about one minute.

In late December, Manage My Health was notified by a partner of unauthorised access to one part of our system. Following that notification, we immediately secured the platform, contained the issue, and engaged independent cyber security specialists to investigate.

The investigation has confirmed that the incident was limited to a specific feature within the app called Health Documents. This feature allows users to store copies of documents they choose to upload. These are documents that users uploaded themselves, such as correspondence, reports, or results they chose to keep for their own records. It also includes Hospital Discharge summary documents for Northland hospital (including clinical letters and other documents that patients receive from hospital clinicians). The final set of documents are specialist referral letters from GPs

to Specialists for the years 2017-2019. This did not include GP clinical systems, prescriptions, secure messaging, or appointment systems.

The rest of the Manage My Health platform was not affected.

The access occurred through a vulnerability that has since been closed. Independent forensic specialists have confirmed that the current system environment is secure and operating as intended.

Based on forensic analysis, we have identified the group of people whose uploaded documents may have been accessed. You are receiving this call or email because your account falls within that group.

At this stage, the investigation is ongoing to confirm exactly which documents were accessed in each case. As soon as that work is completed, Manage My Health will provide further updates.

We understand this may be concerning. We are sorry this occurred and we are focused on transparency, support, and keeping affected people informed.

I will now answer any questions you have.

If the caller **has not received the email** but is asking generally:

I can provide general information about the incident. At this stage, if your account has not been identified as impacted, you would not have received an email. If that changes, Manage My Health will contact you directly.

I am happy to answer any general questions you have.