

## Manage My Health cyber breach incident

### PHO and Practice FAQ as at 6 Jan 2025.

**CONFIDENTIAL**

## SUPPORT AND SAFETY

### Is there a support line for patients?

Yes. A dedicated 0800 support line will be available. Support details will be included in notification messages to impacted individuals.

### How can patients get support after notification?

Patients will be provided with support contact details, including the 0800 number, in their notification.

### Has the data been leaked

Not at this time, although a small sample of data was leaked as part of the ransom process.

### If data is leaked and a patient is threatened, what should they do?

Patients should not engage with anyone making threats or demands. They should contact New Zealand Police immediately and report the issue to MMH using the support channels provided.

### What should providers do if a patient reports being threatened?

Advise the patient to contact Police immediately and direct them to MMH support channels.

### Is the MedTech PMS integration safe and secure?

Yes. Manage My Health has received independent confirmation that the MedTech PMS integration and associated clinical systems were not compromised as part of this incident. The issue was limited to the My Health Documents feature and did not involve the MedTech integration.

No vulnerabilities have been identified in the MedTech integration itself.

As part of the response, Manage My Health has reviewed integration controls, confirmed secure operation, and implemented additional safeguards to further reduce the risk of similar incidents in the future.

## PRACTICE RESPONSIBILITIES

### Do we need to contact patients that are affected?

No. Manage My Health will be contacting patients and is working on that process in conjunction with Health New Zealand, the Office of the Privacy Commissioner, and other relevant parties.

### Are practices responsible for notifying affected patients?

No. Notification responsibility is being taken on by Manage My Health as your agent. This is because there are multiple categories of data in the solution that are controlled by different organizations, and that a single consistent notification will be more effective for the patient.

**I don't have access to the portal, so how do I view the patient list?**

If you do not have access the portal, please email the address provided in your notification letter from your Privacy Officer or CEO email address. A file will be provided to the CEO or Privacy Officer.

**What is the deadline to submit the vulnerable patients list?**

If you are going to review the file, please get back to us within 24 hours of receiving the file. If you are not reviewing the file, we are working with Health New Zealand to identify vulnerable individuals.

## **DATA RETENTION AND ACCOUNT OWNERSHIP**

**My practice left MMH, are my patients impacted?**

While a practice may stop using MMH, that does not mean that their patients have stopped using MMH. Patients can upload documents into MMH and use MMH to track their health journey. Because of this, some patients that are enrolled with you may be impacted, even though your practice does not currently use MMH. There are a large number of patients who have created their own MMH account independently of a practice. Patients have control of their accounts and can close the account at any time, and their data will be deleted, but we do not delete patient accounts or delete their data unless the patient asks us to.

**Why do we still hold patient data when they moved to another portal?**

Many patients continue using MMH because it contains their historical records, including overseas medical records, personally added health indicators and documents. MMH does not delete patient data unless the patient requests this.

**Have patient records been deleted when our practice moved from MMH?**

No. Patient records are not deleted when a practice leaves MMH.

Patients retain control of their accounts and data.

**If a patient closes their MMH account, is their data deleted?**

Yes. When a patient closes their account, their data is deleted in line with platform processes.

**Practices terminated but patients still have MMH accounts. Are they affected and will notifications be sent?**

Yes. Patients who continue to use MMH independently of a practice may be affected and will be notified directly if impacted.

**Some affected patients transferred from our healthcare centre. Can MMH send their details to the new practice?**

Yes, MMH will update the files as the files are aligned. MMH will notify patients directly.

## **OPERATIONAL QUESTIONS**

**Why were lab documents available in the My Health Documents folder?**

Some users upload copies of lab results or correspondence into My Health Documents for their own records. This folder is user controlled.

**Can secondary care clinicians trust that the GP component is secure?**

Yes. The GP clinical systems and core platform environment are secure and operating as intended. The issue was limited to one module.

**What security measures were in place before the breach?**

MMH operates within a structured security framework. These controls remain in place and are being reviewed and strengthened. Independent experts have validated that the updates to the MMH platform are effective and that it is secure.

**What are you doing to fix this?**

The affected module has been secured, independent specialists engaged, regulators notified, additional safeguards implemented, and legal action commenced to protect client data.

**Does this mean information is safe now?**

Independent forensic specialists have confirmed the current system environment is secure and operating as intended.

**Why is there no download option in the breach report?**

The report is being updated as forensic findings are confirmed. Downloading has been restricted to avoid sharing incomplete or unverified information.

## **SERVICE CONTINUITY**

**I would like to cancel MMH**

We understand the stress and frustration that this has caused. However, we are using the MMH Provider Portal and patient application to communicate with practices and patients. We therefore ask that you do not stop using MMH or direct your patients to delete the application at this time so that we can continue to communicate with you and patients through this channel in the meantime. Practices may of course make this decision in the future, but while we are using the application to communicate with practices and patients, we ask that you do not cancel your service or direct users to delete the application.