

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

*If you do wish to proactively contact your patients on the MMH Affected Patient List provided to your practice, we have 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.*

### **Suggested wording**

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,