

Pharmacy FAQ

Has pharmacy dispensing data been impacted?

At this stage, no impact to pharmacy dispensing data has been identified.

Why are pharmacy users required to reset passwords?

Certain user accounts have been compromised.

Password resets are being enforced across pharmacy users as a precautionary measure.

Could resident information linked to pharmacy services be affected?

Some resident demographic information may have been modified within MediMap.

This may include:

- assigned prescriber
- associated pharmacy
- facility allocation

We are working with facilities to validate this information before restoring integrations.

Will dispensing workflows be affected?

Some integrations may remain temporarily suspended while resident demographic data is validated.

These will be progressively reinstated once confirmed.

Do we need to review our pharmacy systems?

Pharmacy organisations should:

- review authorised workstation access
- ensure MediMap credentials are only used by authorised staff
- support completion of password resets