

## **MediMap NZ - Facility FAQ**

### **What has happened?**

MediMap is currently investigating an issue which has resulted in some resident demographic information being incorrectly modified within the system.

Maintenance mode has been implemented to prevent further modification while resident data is reviewed and validated.

### **What resident information may have been impacted?**

Investigation indicates that certain demographic fields may have been modified, including:

- resident name
- date of birth
- location within the facility
- assigned prescriber or pharmacy
- allergy or intolerance information
- discharge or deceased status

We are working directly with impacted facilities to validate current resident information before restoring system access.

### **Has resident data been exposed?**

At this stage, we cannot confirm whether any resident data has been accessed beyond viewing, extracted, or exposed externally.

The investigation is ongoing.



### **When will our facility be brought back online?**

Facilities will be restored in phases.

Facilities where current resident information has not been modified will be restored first following internal validation.

Facilities where resident information may have been impacted will be contacted directly by MediMap to confirm current resident details prior to restoration.

### **Why are discharged or deceased residents being reviewed?**

Some resident status information may have been incorrectly modified.

Historical records will be reviewed following restoration of current residents.

### **Why are passwords being reset?**

Password resets are being implemented across all users as a precautionary measure to protect resident health information.

### **What should we do in the meantime?**

Please continue to follow your local downtime procedures for medication administration until further notice.