Guide: Accessing and Reviewing Your MediMap Impact Data via Hightail

As part of the system restoration process, your nominated contact will receive a secure Hightail link from MediMap containing your organisation's Impact Summary Data Pack.

The primary purpose of this data is to identify patient demographic records that may have been impacted.

The spreadsheet provided contains only impacted patient records identified as part of our investigation.

It is not a full extract of all patients within your MediMap environment.

Step 1. Access the Secure Link

You will receive an email from MediMap containing a secure Hightail download link.

Click the **Download** button within the email to open the secure file transfer page.

Step 2. Enter the Verification Code

For security purposes, Hightail may require you to verify your identity before accessing the file.

If prompted:

- Enter the verification code sent to your email address
- Click **Verify**

Step 3. Download the File

Once verified:

1. Click the **Download** button displayed on screen
2. Select a secure location on your device to save the file
3. Wait for the download to complete before opening the file

Please ensure the file is stored securely in accordance with your organisation's privacy and data handling policies.

Step 4. Review the Data Provided

You are asked to:
- Review the impacted patient demographic data listed
- Confirm whether the information aligns with what should be present in MediMap
- Identify any discrepancies that require correction

Only patients identified as impacted are included in this file.

This review should be completed at an individual patient level by your clinical team where appropriate.

Scope of This Review

This review relates only to impacted patient demographic information.

You are not being asked to review medication charts, prescribing information or pharmacy-supplied medication data at this stage.

This is Phase 1 of the system restoration process, which focuses on confirming patient identity and core patient-level data for impacted patients only, prior to restoration of system access.

Medication charts and associated clinical information will be addressed separately as part of the broader restoration and validation process once system access has been reinstated.

Step 5. If No Changes Are Required

If the data provided is correct and no updates are required:

Please email: support@medimap.health

With the following statement:

We confirm the patient demographic data provided is correct and approve MediMap to proceed with updating our system and restoring access.

Step 6. If Changes Are Required

If discrepancies are identified:

1. Update the provided spreadsheet as required
2. Save the updated version securely

Step 7. Upload Updated File to Hightail

If changes have been made:

1. Return to the original Hightail secure link provided by MediMap
2. Select **Upload** within the Hightail portal
3. Choose your updated spreadsheet file
4. Confirm the upload has completed successfully

Please do not send corrected files via email or any unsecured method.

All updated files must be returned via the secure Hightail portal to ensure the safe handling of patient data.

Step 8. Confirm with MediMap

Once your review is complete, please email: support@medimap.health

Include one of the following statements:

If Data Is Correct

We confirm the patient demographic data provided is correct and approve MediMap to proceed with updating our system and restoring access.

If Corrections Have Been Uploaded Securely

We confirm the patient demographic data has been reviewed and required corrections have been securely uploaded via Hightail. Please proceed with updating our system prior to restoring access.

Next Steps

Following the completion of Phase 1, MediMap will move to Phase 2 of the restoration plan, which will address medication charts and associated clinical information within the live system environment.

Further guidance and instructions for Phase 2 will be communicated to your organisation in due course.

If you experience any issues accessing or uploading your file, please contact MediMap Support at:

support@medimap.health