Cyber Security Incident

On 13 November 2024, Pound Road Medical Centre (**PRMC**) was alerted to activity on our systems which indicated a potential cyber incident had occurred. We have commenced an urgent investigation into that activity and taken immediate action to contain the incident.

Unfortunately, our investigations have identified that patient data *may* have been accessed and taken from our systems by an unauthorised third party.

Our investigations are ongoing, but we take the privacy of our patients incredibly seriously and are informing them of this development, as well as of protective measures they can take to safeguard their information.

What information may have been impacted?

Contact Information

Your contact information (name, address, email address and/or phone number) may have been impacted.

Please look out for scammers – including suspicious emails, texts, phone calls or messages on social media. Never click on any links that look suspicious, never provide your passwords, or any personal information.

Health Information

Health information impacted by the incident could include details of the diagnoses, treatment, or recovery of a medical condition or disability, as well as other health information contained within your medical record.

Health and other sensitive personal information by itself is generally not useful to a cyber-criminal.

However, we acknowledge and understand that it may be upsetting to have your health information accessed. We regret that this incident has taken place and sincerely apologise for any unease this may cause you.

If you are experiencing any distress, we recommend that you seek health advice from a registered health professional you know and trust.

Medicare or Pensioner Cards

Medicare card or Pensioner card details may also have been impacted by the incident.

Rest assured, your Medicare card number alone cannot be used to access your Medicare account.

If you have provided us with a scan of your Medicare card, or are concerned about the security of your Medicare account, you can contact Medicare to obtain a replacement card free of charge. You can do this by:

- using your Medicare online account through myGov
- the Express Plus Medicare mobile app
- calling the Medicare program.

If your pensioner concession card has been impacted, you can replace it by:

- requesting a new card via your [myGov](#) account linked to Centrelink
- calling Centrelink on [132 300](#) or your regular payment line
- visiting a [Centrelink Service Centre](#).

If you are concerned about the security of your Medicare, Centrelink and myGov accounts, please visit [www.servicesaustralia.gov.au/databreach](#) for more information on how you can protect your personal information after a data breach.

Other Information

PRMC generally does not collect or store patient identity documents or financial information.

If you need more details about the information we hold about you please contact [cyberincident@poundroadmc.com.au](#).

Preventative Measures

In addition to the above, we encourage our patients to take the following simple preventative steps to protect their information and avoid any potential scams:

- Look out for scammers – including suspicious emails, texts, phone calls or messages on social media. Never click on any links that look suspicious, never provide your passwords, or any personal information.

- Consider changing your online passwords. Use strong passwords and enable multi-factor authentication for your online accounts where possible.

You can also find further information about online safety, cyber security and helpful tips to protect yourself at the following websites:

- [Ways to protect your privacy | OAIC](#)
- [ACCC's Scam watch website](#)
- [Protect yourself | Cyber.gov.au](#)

What actions has PRMC taken?

We have engaged external forensic experts and are following their advice to ensure the incident has been contained and that our systems are secure.

We are also reporting the incident to relevant Australian agencies and authorities including the Office of the Australian Information Commissioner (**OAIC**) and the Australian Cyber Security Centre (**ACSC**).

Conclusion

We regret that this incident has occurred and affected our patients. If you have any questions about the incident itself, or the information we hold about you, we kindly request that you **contact us on our designated cyber incident email address at [cyberincident@poundroadmc.com.au](#)** and a member of our team will respond to your query as soon as possible. This is the best and most efficient way for us to address any questions you may have.

Frequently Asked Questions

1. What has occurred?

On 13 November 2024, Pound Road Medical Centre was alerted to activity on our systems which indicated a potential cyber incident had occurred. We have commenced an urgent investigation into that activity and taken immediate action to contain the incident.

This investigation is still ongoing with the assistance of external experts.

2. Who has been impacted?

Unfortunately, our investigations have identified that patient data of Pound Road Medical Centre *may* have been accessed and taken from our systems by an unauthorised third party.

Whilst our investigations remain ongoing, we take the privacy of our patients incredibly seriously and are informing them of this development, as well as of protective measures they can take to safeguard their information.

3. What information may have been impacted?

The patient data which may have been accessed includes contact details, health information and the Medicare or concession card details of our patients.

The health information impacted by this incident could include details of a diagnoses, treatment, or recovery of a medical condition or disability, as well as other health information contained within a patient's medical record.

4. Has the incident been resolved, and access stopped?

We are currently working with our IT provider and external cyber security experts to remediate the incident and further enhance the security of our systems moving forward.

5. What actions have been taken since the incident occurred?

Once aware of the incident, we worked urgently to contain the threat and investigate what occurred.

We are notifying the relevant Australian regulatory bodies including the Office of the Australian Information Commissioner (**OAIC**) and the Australian Cyber Security Centre (**ACSC**) and will follow their guidelines.

6. Has any personal data been published externally?

No. As of 22 November 2024, we are not aware of any impacted personal data relating to our patients that has been published online.

We will ensure all impacted individuals are kept updated and informed if this changes.

7. Is Pound Road Medical Centre still open?

Our medical centre remains open to all patients, so that we can continue to provide the highest quality care.