

9 June 2020

LIFE HEALTHCARE CYBER INCIDENT Q & A

1. What happened? Did you not have the proper levels of software protection?

- Life Healthcare's southern African Operations has been the victim of a criminal attack targeting some of our IT systems.
- Our patient care is not being impacted and we continue to provide quality healthcare across all our hospitals and clinics. Patients are our foremost priority in line with our purpose of making life better.
- The incident is not affecting the provision of care to patients but has affected admissions systems, business processing systems and email servers.
- Criminals continue to develop newer and more sophisticated ways of attacking systems and while we have an experienced and committed team of IT security experts who actively and vigilantly ensure our systems are as secure as possible, we have now become the victim of these sophisticated criminal attacks. Unfortunately, these attacks are on the increase and in particular, as noted by NATO, hospital and healthcare organisations globally have been key targets during the global pandemic.
- We immediately took proactive steps to contain the attack, and as a precautionary measure, took these systems offline for investigation and where necessary remediation. We have built-in resilience across our facilities. In line with business continuity plans, employees at our hospitals and administrative offices have switched to backup manual processing systems. These are functioning adequately, but regrettably with some administrative delays.
- We are deeply disappointed that criminals would attack our facilities during such a time, when we are all working tirelessly and collectively to fight the COVID-19 epidemic.
- As the investigation continues, we will share information when we can.

2. What measures has Life Healthcare taken to limit the extent of the incident and keep patients and their personal information safe?

- Patients are our foremost priority, in line with our purpose of making life better, and we have acted immediately on becoming aware of the incident.
- We immediately took proactive steps to contain the attack, and as a precautionary measure, took the affected systems offline for investigation and where necessary remediation.
- We have built-in resilience across our facilities. In line with business continuity plans, employees at our hospitals and administrative offices have switched to backup manual processing systems. These are functioning adequately, but regrettably with some administrative delays.
- External cyber security experts and forensic teams have been brought on board to advise and supplement our internal teams.
- We have alerted relevant authorities and investigations are underway.

3. Was any of my personal information compromised?

- Our patients' health, security and privacy of personal information are our top priority.
- The extent to which sensitive data has been compromised is yet to be determined as we are still in the process of investigating.
- We have alerted relevant authorities, with investigations underway and we will take appropriate action if data has been compromised.

4. Do you know who is behind the incident?

- Unfortunately, we cannot speculate. All we can say is that this is a criminal act.
- We have alerted relevant authorities and investigations are underway.]

5. Is this situation contained to your South African operations only or are there additional international regions affected?

- At this time, there is no indication that the incident affected any of our international IT systems.

6. Was data taken?

- We have alerted relevant authorities and investigations are underway.
- The extent to which sensitive data has been compromised is yet to be ascertained as we are still in the process of investigating.

7. When will your services be fully online and accessible?

- The safety and security of our patients' [and employees'] remains our top priority.
- We have built-in resilience across our facilities. In line with business continuity plans, employees at our hospitals and administrative offices have switched to backup manual processing systems.
- These are functioning adequately, but regrettably with some administrative delays.
- We are working around-the-clock to restore the affected systems

8. Will this affect how you monitor and track COVID-19 infections in your hospitals?

- No, our hospitals have solid and streamlined processes and policies in place to manage patient care regardless of whether we have access to online systems or not.

9. Will this affect my upcoming admission or discharge to one of your facilities?

- No, your admission or discharge will not be affected. We are in a position to continue with admissions, discharges and other administrative processes albeit through manually processes until our IT systems are back online.
- Our patient care is not being impacted and we continue to provide quality healthcare across all our hospitals and clinics. Patients are our foremost priority in line with our purpose of making life better.
- The incident is not affecting the provision of care to patients but has affected admissions systems, business processing systems and email servers.

10. How will you ensure that my information on admission or discharge is correct if you can't access it on your systems?

- We have reverted to manual administrative processes while our technical team is working tirelessly to restore the affected systems.
- We thank you in advance for your understanding and patience during this time in the event that you experience any administrative delays.

- **PERSONAL DETAILS**

- We will collect your personal details on the printed Life Healthcare Registration form, and we will make a copy of your ID document and Medical Aid Card.
- A Terms & Conditions document will be provided where your details have been completed in handwriting. You will be asked to sign this document. This will replace the automated printed letter where your details are normally pre-populated electronically. This manual document will be kept securely and scanned for electronic use together with the remainder of your admissions documents once the system has been restored.

- **COST ESTIMATES FOR PRIVATE PATIENTS NOT ON MEDICAL AID**

- If you are a private patient, we will give you a manual, handwritten estimated cost for your procedure on admission.
- Unfortunately, we will not be able to give you an interim account amount or re-assess your account during your hospitalisation to re-quote you if an extended stay is required or additional procedures are done.

- **ACCOUNTS**

- Outstanding accounts will be discussed with you as soon as the system has been restored and billing has been completed. Please note that this will possibly happen after you have been discharged from hospital. That means that you could receive an outstanding account of monies owed after discharge.
- When any payment is collected for private patients or co-payments for medical aid admissions, we will provide you with a handwritten receipt. Please make sure you retain this receipt as proof of payment.
- We will only be able to finalise your account once the system has been restored and the billing process has been completed. Please take note that this process will be delayed and take some time to complete, due to the backlog capturing from the manual documents.
- If any money is owed to you after your claim has been finalised, you will be refunded. Please be cognisant that the refund process will be delayed due to the administrative and billing processes that will need to be caught-up once the system has been restored.

-ENDS-