

Security

Security of information technology systems to protect member information

Cyber-attacks have become more sophisticated and happen more often. An example of this is the Waikato DHB cyber breach in May 2021 that resulted in a complete outage of their information systems due to a malicious email attachment. Keeping member information secure within systems like Provider Web continues to be a focus for Southern Cross Health Society. As your practice or facility uses Provider Web, it's important you are aware of your obligations (as stated in Appendix 8 of your Affiliated Provider agreement) to ensure your systems are secure. This includes ensuring your access to Provider Web doesn't compromise members' personal and health information while you use Provider Web.

Keep your information security (IT) system security current

We are constantly reviewing and developing our responses as the threat to IT security systems and information changes. We want to highlight how important it is that you do the same.

Some fundamentals to maintain your IT system security include:

- ensuring password controls are enforced and passwords are updated regularly
- ensuring that supported, modern browsers are used to access Provider Web
- using an up-to-date operating system such as Windows 10
- considering phishing attacks as a key risk to manage.

See the Southern Cross [website](#) for more information.

