

## Cybercrime \* National Health Information System

16/01/2018



Tuesday, January 16, at noon 13:14 an attack was carried out on all information systems of the Republic of Latvia National Health Service (NSA), including e-health. As a result, data security systems worked on all NSAs' information systems to disable external access. The data in the information system is secure.

An attack on this incident has triggered the relevant security services protocol and an investigation has been initiated.

Current information suggests that the attack was from foreign servers or computer systems that allegedly registered abroad - in total from more than 20 countries around the world. It is unknown at present whether the attack is organized from the territory of Latvia.

The NVD system, including the eHealth system, was restored at 15:55. The system is currently in operation mode. More information on the results of the investigation will be provided as soon as possible.

The Ministry of Health recalls that the receipt of medicinal prescriptions and incapacitation sheets for the population is also ensured in cases of system malfunctions. If the doctor can not use the eHealth system due to system operation, internet, electrical interruptions or other technical reasons, he / she is entitled to prescribe a recipe in paper form to the patient. E-mailing this recipe or entering an E-health system is done at the pharmacy as soon as possible.

In turn, if it is necessary to open the incapacitation page, the physician can mark the technical disturbances in the patient's medical records and open the e-incapacitation page within the next five working days, indicating the first day of the incapacity period in the eHealth system.

In case of questions regarding the use of E-health services as well as recommended actions in the event of technical malfunctions of the system, users are encouraged to call E-Health User Support - tel. for residents: 67 803 300, for specialists: 67 803 301 (daily from 8:00 to 20:00).

*\* A targeted multi-source simultaneous attack to make the service inaccessible. During the attack, more than 20-30 thousand requests can be created per second, resulting in the service being unable to process such information.*