



## Department of Health

**ANDREW M. CUOMO**  
Governor

**HOWARD A. ZUCKER, M.D., J.D.**  
Commissioner

**SALLY DRESLIN, M.S., R.N.**  
Executive Deputy Commissioner

August 12, 2019  
OHIM DAL 19-01

Dear Administrator / Technology Officer:

The New York State Department of Health (Department) is implementing a new notification protocol that providers should use to inform the Department when they have experienced a potential cyber security incident at their facility or agency. The attached document provides the contact information for each DOH Regional Office and is in effect immediately upon your receipt of this letter. This document should also be posted as signage throughout your facility or agency locations for immediate awareness and reference by your staff.

We recognize that providers must contact various other agencies in this type of event, such as local law enforcement. The Department, in collaboration with partner agencies, has been able to provide significant assistance to providers in recent cyber security events. Our timely awareness of this type of event enhances our ability to help mitigate the impact of the event and protect our healthcare system and the public health. The Department has designed a more efficient process to engage assistance for providers, as needed. Therefore, this protocol should be immediately implemented by all providers of the following types:

- Hospitals, nursing homes, and Diagnostic and Treatment Centers
- Adult care facilities
- Home Health Agencies, Hospices, Licensed Home Care Services Agencies (LHCSA)

Providers should ensure they make any other notifications regarding emergency events that are already required under statute or regulation. For example, a cyber security event should be reported to the New York Patient Occurrence Reporting and Tracking System (NYPORTS), under Detail Code 932.

Thank you for your attention to this important activity. Please submit any questions you may have by email to: [ohim@health.ny.gov](mailto:ohim@health.ny.gov)

Sincerely,

**Mahesh Nattanmai**  
Chief Health Information Officer  
Office of Health Information Management

Attachment: Cybersecurity\_ReportingGuide\_poster.pdf

# You're the Key to Reporting a Cybersecurity Incident!



A cybersecurity incident is the attempted or successful unauthorized access, use, disclosure, modification, or destruction of data or interference with an information system operations.

## Business Hours

8:30 am to 4:45 pm weekdays and non-holidays, unless noted

### Capital District

**(518) 402-1036**

Albany, Clinton, Columbia, Delaware, Essex, Franklin, Fulton, Greene, Hamilton, Montgomery, Otsego, Rensselaer, Saratoga, Schenectady, Schoharie, Warren and Washington

### Central New York

**(315) 477-8400**

Broome, Cayuga, Chenango, Cortland, Herkimer, Jefferson, Lewis, Madison, Oneida, Onondaga, Oswego, St. Lawrence, Tioga and Tompkins

### Metropolitan Area

**(212) 417-5550**

9:00 am to 5:00 pm  
Bronx, Kings, New York, Queens and Richmond

### Central Islip

**(631) 851-8050**

9:00 am to 5:00 pm  
Nassau and Suffolk

### New Rochelle

**(914) 654-7005**

9:00 am to 5:00 pm  
Dutchess, Orange, Putnam, Rockland, Sullivan, Ulster and Westchester

### Western Area

**(716) 847-4505**

Allegany, Cattaraugus, Chautauqua, Chemung, Erie, Genesee, Livingston, Monroe, Niagara, Orleans, Ontario, Schuyler, Seneca, Steuben, Wayne, Wyoming and Yates

## After Hours Emergencies

4:45 pm to 8:30 am weekdays. Available 24 hours a day on weekends and holidays.

### NYSDOH Duty Officer

**(866) 881-2809**

Select option #1 for reporting an emergency.

**CALL 911 if there is immediate threat to public health or safety.**

In all cases, the cybersecurity incident should be reported to law enforcement.



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