



# Department of Health

ANDREW M. CUOMO  
Governor

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

LISA J. PINO, M.A., J.D.  
Executive Deputy Commissioner

January 14, 2021

Dear Nursing Home and Adult Care Facility Administrator:

With the recent surge in COVID-19 positive cases and considering the escalating operations to dispense vaccine, some health care and congregate care facilities are seeking help from additional qualified health care professionals and related professions to temporarily supplement their current staffing capacity. This guidance is intended for providers seeking emergency approval from the New York State (NYS) Department of Health (Department) for temporary use of qualified volunteers or personnel, to supplement their current facility staffing capacity, to account for the challenges presented by a surge of COVID-19 positivity and the dispensing of vaccine. Volunteers are not employed by NYS. Please be reminded that if the qualified volunteers want to be compensated for work performed, it is the nursing home or adult care facility's responsibility to compensate, not that of NYS.

Executive Order 202.5 provides for a temporary suspension and/or modification of sections 6512 through 6516, and 6905, 6906 and 6910 of the Education Law and Part 64 of Title 8 of the NYCRR, to the extent necessary to allow **registered nurses, licensed practical nurses, and nurse practitioners** licensed and in current good standing in any state in the United States to practice in New York State without civil or criminal penalty related to lack of licensure. Executive Order 202.82 allows general hospitals to use certain qualified health care professionals to administer vaccination against influenza and COVID-19, if they have received training as determined by and in accordance with guidance issued by the Commissioner of Health after consultation with the Commissioner of Education. The New York State Department of Health (NYSDOH) has a portal on its website for health care professionals to offer their medical services accessible at <https://apps.health.ny.gov/public/dohvolunteer/index.html>. Additionally, DOH has a portal for college and university students to offer their services at <https://apps.health.ny.gov/public/studentvolunteer/instructions>

NYSDOH is currently contacting health care professionals who previously offered to provide their professional services to hospitals, nursing home or other healthcare facilities in NYS to determine their availability to return to service. If your facility is experiencing a staffing shortage and is seeking a health care professional(s) to assist in providing medical services at your nursing home or adult care facility, please access the COVID-19 Profession Request form that is available on the Health Commerce System (HCS) and is accessible to the Administrator, Operator, Director of Nursing and Case Manager at <https://commerce.health.state.ny.us/doh2/applinks/medprofreq/Home>. Please note that the database of volunteers will grow as we learn more information about previous volunteers and as we recruit other individuals to do this important work.

Please be advised that the information collected about the health care professionals offering medical services is for informational purposes only and has not been verified or otherwise reviewed by the NYSDOH. NYSDOH shall not be liable for any damages arising from the actions or omissions of any individual or entity



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who uses the database or the actions or omissions of any professional included in the database. NYSDOH shall not be liable in the event that any information provided by this survey is false, incomplete or incorrect. Any individual or facility that utilizes this database should independently verify the qualifications of the volunteers to ensure accuracy.

Nursing homes and adult care facilities are required to ensure that the health care professionals have the qualifications and credentials to work onsite at the nursing homes and adult care facilities receive a basic orientation to prepare them for their specific responsibilities prior to performing any tasks involving resident care. Nursing homes and adult care facilities can adopt emergency credentialing procedures to allow them to hire and rapidly deploy additional staff. Nursing homes and adult care facilities must ensure that these healthcare personnel receive training, are properly supervised and evaluated, and have delineation of duties.

Also attached for your convenience is a direction sheet on how to use the portal. Thank you for your interest in this service.

Sincerely,

Sheila McGarvey, Director  
Division of Nursing Homes

Sincerely,

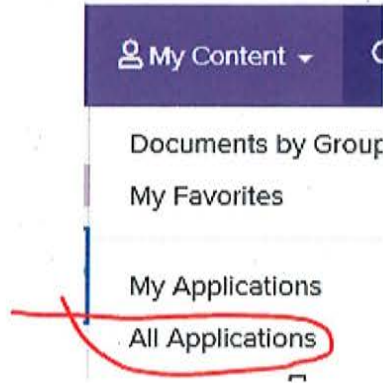
Heidi Hayes, Acting Director  
Division of Adult Care Facilities

For users who are in the roles assigned to the application, once you click on the link you will be directed to the HCS login screen (unless you are already logged in) and then after login, you will be redirected to application. You can also get to the application under the My Applications section on the HCS Home Screen or under the top Menu item 'My Content->All Applications' and clicking on the 'C' set of applications.

Questions can be addressed to Commerce Accounts Management Unit (CAMU) [camu@its.ny.gov](mailto:camu@its.ny.gov) or by phone at 1-866-529-1890 option 1.



Search	
My Applications	
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Advantage Dual Eligible MC	
Application Access	
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CHHA Cost Rpt	
CHHA Rate Sheets	
CHHA Telehealth Letters	
CHPlus FE Integrity	
CHPlus KIDS Data System	
ComDir Role Lookup Tool	
Coord Account Tools - HCS	
Coord Account Tools - LHD	
Coord Account Tools - PCC	
Coordinator's Update Tool	
<b>COVID-19 Medical Prof Request</b>	
De...	




To make a request through the HCS application, enter the date that you are requesting the volunteers to start, the County(s) that you need them to work in, the type of Facility(s) they will be working in and Profession Type(s) that you are looking for by entering the number of needed volunteers on the appropriate line. Once you click 'Submit Request' you will be directed to a new page letting you know that you will be receiving an email with the list of volunteers shortly.

## COVID-19 Medical Professional Request

### Requester

**Organization:** All

**\*Note:** To change your email address, use this [Link](#) to update your email address in your HCS Profile.

**Requested Start Date**  

### Location

Select the counties (boroughs) and type of Facility for which you are requesting Medical Professionals to work in.

#### Counties (Boroughs)

Albany	^
Allegany	
Bronx	
Broome	
Cattaraugus	
Cayuga	v

#### Facility Type

Adult Care Facility/Assisted Living	^
Clinic	
EMS	
Hospital	
Medical	
Nursing Home	v

## Medical Profession

Enter the number of professionals needed for each Medical Professional being requested:

<b>Profession</b>	<b>Number</b>
Certified Home Health Aid (CHHA)	<input type="text"/>
Certified nursing assistant (CNA)	<input type="text"/>
EMS Professional	<input type="text"/>
Licensed practical nurse (LPN)	<input type="text"/>
Occupational Therapist	<input type="text"/>
Other	<input type="text"/>
Pharmacist	<input type="text"/>
Phlebotomist	<input type="text"/>
Physical Therapist	<input type="text"/>
Physician (MD)	<input type="text"/>
Physician - nephrologist	<input type="text"/>
Physician Assistant (PA)/Nurse Practitioner	<input type="text"/>
Registered Nurse (RN)	<input type="text"/>
Respiratory Therapist	<input type="text"/>
Speech Pathologist	<input type="text"/>