September 7, 2016

RE: DAL: DHCBS 16-08
HCS Contact Information

Dear Facility/Agency CEO, Administrator or Operator:

The New York State Department of Health (the Department) is committed to assuring the reliability of its critical communications with healthcare providers, for conveying important information throughout the year, and especially during emergencies. The Department depends upon two tools on its Health Commerce System (HCS) to enable these essential communications; the Integrated HealthAlerting and Notification System (IHANS), and the Communications Directory (the Directory) which houses the contact information used to send alerts, advisories and informational messages. The effectiveness of these communications is significantly dependent upon each provider or their HCS Coordinators maintaining the completeness and accuracy of this contact information in the Directory per 10 NYCRR §§ 400.10, 763.11(f), 766.9(o), and 793.1(n), as well as, 18 NYCRR §§ 487.12(k), 488.12(m), and 490.12(k).

In practice, and through review of response data, the Department has determined it is imperative to improve the quality and completeness of contact information in the Directory for Chief Executive Officers, Administrators and Operators which, if not addressed, jeopardizes your receipt of crucial information. We request your immediate action to review and update your business and emergency contact information on the HCS no later than close of business Friday, October 7, 2016 (see brief instructions attached). The Department will verify that the contact information has been reviewed, and if necessary, updated, as of that date. The privacy of any personal emergency contact information you provide, such as cell or home phone numbers, is not viewable by the general HCS user community, and can only be used by the IHANS tool, or by the Department Executive staff at their discretion for urgent communications.

In the near future, the Department will be taking several steps to facilitate maintenance of your contact information. First, a function will be implemented on the HCS that will require users to update or attest to the accuracy of their business and emergency contact information on the HCS no later than close of business. Additional efforts will include streamlining the number of “roles” that a facility/agency must maintain in the Directory. Roles are key positional titles or responsibilities of users that allow the targeting of essential communications to the appropriate staff person(s) at each facility/agency. Roles also provide access to specific HCS applications used by facilities/agencies. Drills to confirm the accuracy and completeness of provider contact information will be conducted. These drills will occur during business hours, please refer to attached instructions on the contact information needed to enable us to validate we can reach you during both business and non-business hours.
We appreciate your timely response and your cooperation in ensuring effective communication between the Department and your organization.

Sincerely,

Sally Dreslin  
Executive Deputy Commissioner  
New York State Department of Health

Attachment: Instructions

cc: Dr. Zucker  
Dan Sheppard  
Keith Servis  
Jennifer Treacy  
Michael Primeau  
Mark Hennessey  
Shelly Glock  
Ruth Leslie  
Rebecca Fuller Gray  
Valerie Deetz
Attachment: Instructions for updating personal contact information on the Health Commerce System (HCS)

1. This is accomplished easily when logging into the HCS homepage by clicking on the “My Content” tab in the purple menu bar, and then scrolling down to the choice labeled, “Change my contact information” (see screen picture below). If you have trouble with your HCS account login, please contact: 866-529-1890 for assistance.

![HCS homepage screenshot]

2. Alternatively, your HCS Coordinator can update this information on your behalf.

3. When updating your contact information on the “Emergency Contact Information” tab (highlighted in blue below), we are requesting that you enter the phone number of the device at which you can most reliably be reached, e.g., your cell phone, in the Phone 1 field for Business Hours contacts, and also in the Phone 1 field for the Non-Business Hours Contacts. This information will work best with the way the HCS Notification System functions and will give us the best result in contacting you whenever it may be necessary.

![Emergency Contact Information form]

4. Please also be sure to provide redundant phone numbers in the Phone 2 and Phone 3 fields for both Business and Non-Business Hours if available, and complete the fields for email address, SMS text (which is your cell phone number and the service provider/carrier, e.g. AT&T Wireless).