Dear Chief Executive Officer:

As you may be aware, the New York Patient Occurrence Reporting and Tracking System (NYPORTS) is experiencing technical difficulties that may be interfering with your ability to report adverse events to the Department. The purpose of this letter is to clarify the Department’s expectations with respect to adverse event reporting and to explain the reporting process that all facilities must follow until the technical issues are resolved.

While the Department is working with our contractors to address these issues, it is expected that facilities continue to report adverse events to the Department within existing timeframes. The Department encourages facilities to attempt submission of its adverse events through the electronic system. However, if attempts are unsuccessful or if a facility is currently unable to gain access to the system, the appropriate documentation must be submitted to the Department’s Regional NYPORTS coordinators via fax. A listing of the Department’s Regional NYPORTS coordinators has been attached to this letter for your convenience. Additionally, Word versions of both the NYPORTS Short Form and the Root Cause Analysis framework are available. These documents can be modified electronically, printed, and then faxed to the Department to fulfill reporting requirements. Adverse event reports must not be e-mailed to the Department due to concerns about confidentiality and data protection.

It is our understanding that some facilities have been unable to electronically report events to NYPORTS for several weeks, and in some cases, longer. If these events have not been electronically reported and have not been faxed to the Regional NYPORTS coordinators, please ensure that these events are reported as soon as possible.

At this time we are working to identify the source of the problem and make the necessary corrections. Once NYPORTS has been restored, facilities will need to enter these cases into the electronic system. Due to internal data controls, Department staff are unable to enter adverse events for an individual hospital.
We apologize for the inconvenience that these systems issues have caused. As soon as NYPORTS is fully functional, you will be notified by letter, as well as, by an announcement on the NYPORTS Bulletin Board.

Sincerely,

Martin J. Conroy
Director
Division of Primary & Acute Care Services
NYS Department of Health
Regional NYPORTS Coordinators

BUFFALO (Western Region): MARY BETH QUINN-
  Phone: (716) 847-4357
  Fax: 716-847-3916

ROCHESTER (Western Region): LYNNE DEY-
  Phone: (585) 423-8045
  Fax: (585-423-8028)

SYRACUSE (Central Field Office): SANDRA ROTUNNO, SHARON AUSTIN, AND RUSS GROGAN
  Phone: (315) 477-8561
  Fax: (315) 477-8586
  INCLUDES COUNTIES: St Lawrence, Jefferson, Lewis, Herkimer, Oswego, Oneida, Onondaga, Madison, Cayuga, Cortland, Chenango, Tioga, Broome, Tompkins

CAPITAL DISTRICT (Northeast Region): COLLEEN KEWLEY AND RITA CEDAR
  Phone: (518) 408-5329
  Fax: (518) 408-5392

HUDSON VALLEY (New York Metropolitan): RHONDA ASKINAZI AND YVONNE HUNTER-TULLOCH
  Phone: (914) 654-7011
  Fax: (914) 654-7023
  INCLUDES COUNTIES: Ulster, Dutchess, Sullivan, Orange, Putnam, Westchester, Rockland.

NEW YORK CITY (New York Metropolitan): MARIANNE OROS
  Phone: (212) 417-5990
  Fax: (212) 417 6207
  INCLUDES COUNTIES: Bronx, New York, Queens, Kings, Richmond

LONG ISLAND (New York Metropolitan): MARY WALTERS-FRANCO AND TONI SCIARRO-HARDI
  Phone: (631) 851-4300
  Fax: (631) 851-4327
  INCLUDES COUNTIES: Nassau, Suffolk.