



STATE OF NEW YORK DEPARTMENT OF HEALTH

Corning Tower The Governor Nelson A. Rockefeller Empire State Plaza Albany, New York 12237

Richard F. Daines, M.D.
Commissioner

June 13, 2007
DAL/DQS: ##07-06
Subject: 24/7 Emergency Contact with
New York State Department of Health

Dear Administrator:

This is a good opportunity, at the beginning of the 2007 hurricane and flood season, to review the correct protocol for notifying New York State Department of Health (NYSDOH) in an emergency. It is important that nursing homes throughout New York State have access to accurate 24/7 contact information with NYSDOH. The purpose of this letter is to provide nursing home facilities with the **NYSDOH Duty Officer number: 1-866-881-2809**.

In the past, there have been circumstances during an emergency where nursing homes have tried to contact NYSDOH using the Nursing Home Complaint hotline. This complaint hotline is not the proper notification link for natural or intentional events causing an emergency (e.g. floods, hurricanes, explosions) on nights, weekends or holidays.

The correct point of contact and access number to report facility involvement in disasters on nights, weekends or holidays is the **NYSDOH Duty Officer at 1-866-881-2809**. During normal business hours (8:00a.m. to 5:00p.m.), please continue to contact the NYSDOH Regional Office in the customary manner.

The **NYSDOH Duty Officer** number will forward the call to a NYSDOH staff person. The bullets listed below outline the process that will follow your call to the Duty Officer:

- ◆ You will be prompted to leave a message and a number where you can be reached.
- ◆ The Duty Officer will call back promptly, so remain at that number.
- ◆ There is one Duty Officer on call for all of New York State. When your call is returned, he/she will ask for the type of emergency, and the type of facility (e.g. hospital, nursing home, adult home) involved.
- ◆ You will be routed to the Administrator on Duty for that program in the region where the facility is located.
- ◆ The Administrator on Duty will assist with facility response to the situation.

It is recommended that the designated supervisory staff receive instruction on the **NYSDOH Duty Officer** notification process and have access to the phone number (**1-866-881-2809**) at all times. If there are questions about this information please contact Katharine Logan (KML04@health.state.ny.us), Health Emergency Preparedness Program, NYSDOH at 518-408-5163, or your regional office.

Sincerely,

Robert L. Burhans
Director
Health Emergency Preparedness Program
New York State Department of Health

Mark L. Kissinger
Deputy Commissioner
Office of Long Term Care
New York State Department of Health