You're the Key to Reporting a Cybersecurity Incident!

An incident is considered a reportable "cybersecurity incident" under the New York State Department of Health guideline, if it affects patient care, or represents a serious threat to patient safety, including intrusions whose intent appears to be breach or theft of protected health records. Examples include, but are not limited to:

a. Successful intrusions into a health care provider's information technology system (including those that are contracted out by the health care provider), network infrastructure, and/or medical equipment/devices.

b. Ransomware attacks that disable all or part of information technology operations including administrative systems such as payroll, billing, or appointment scheduling.

c. Cybersecurity incidents that have the potential to spread through established connections to other health care networks or government systems. Examples include file transfer systems or data reporting interfaces.

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.

NEW YORK STATE | Department of Health