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

**Capital District**
8:30 am to 4:45 pm weekdays and non-holidays, unless noted
(518) 402-1036


**Central New York**
8:30 am to 4:45 pm weekdays and non-holidays, unless noted
(315) 477-8400

- Broome, Cayuga, Chenango, Cortland, Herkimer, Jefferson, Lewis, Madison, Oneida, Onondaga, Oswego, St. Lawrence, Tioga and Tompkins

**Metropolitan Area**
8:30 am to 4:45 pm weekdays and non-holidays, unless noted
(212) 417-5550

- Bronx, Kings, New York, Queens and Richmond

**Central Islip**
8:30 am to 4:45 pm weekdays and non-holidays, unless noted
(631) 851-8050

- Nassau and Suffolk

**New Rochelle**
8:30 am to 4:45 pm weekdays and non-holidays, unless noted
(914) 654-7005

- Dutchess, Orange, Putnam, Rockland, Sullivan, Ulster and Westchester

**Western Area**
8:30 am to 4:45 pm weekdays and non-holidays, unless noted
(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
(866) 881-2809

**NYSDOH Duty Officer**
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.