

# 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.



Department  
of Health