

New York State Department of Health (NYSDOH)

Non-emergency eFINDS Request Process

The following is for all NYSDOH-regulated facilities currently using the Evacuation of Facilities in Disasters System (eFINDS)

NOTE: ALL Requests for eFINDS support must be emailed to efinds@health.state.ny.us

And copy your respective New York State Department of Health (NYSDOH) Regional Office (RO) Representative (see below for list of RO Contacts)

Training

1. **Requests for Training:** send an e-mail to efinds@health.state.ny.us and copy your respective NYSDOH RO Representative.
2. **Requests for additional Barcodes:** Facilities should send an e-mail to efinds@health.state.ny.us and copy the appropriate NYSDOH RO Representative. The facility should provide a 1 week notice if possible.
 - a. NYSDOH Office of Health Emergency Preparedness (OHEP) or NYS Information Technology Services (ITS) staff will create additional barcodes, send PDF to facility and will copy RO staff and eFINDS BML

Exercises

1. **Requests for Exercise Support:** Facilities should send an e-mail to efinds@health.state.ny.us and copy the appropriate NYSDOH RO Representative.
2. **For Additional Barcode Creation for Exercises:** Facilities must give NYSDOH and Regional Offices a minimum of 2 weeks' notice **in advance** of the date of the Exercise.
 - a. Facilities should send an e-mail to efinds@health.state.ny.us and copy the appropriate NYSDOH RO Representative for additional barcode creation with **2 weeks' notice** with the following information:
 - i. Will a barcode sheet be sufficient (preferred option)?
 - ii. If wristbands are needed:
 - Quantity of wristbands needed (##)
 - Which facility they need wristbands for (if not requestor)
 - Shipping point of contact (POC) information
 - b. ITS staff will create additional barcodes/wristbands, sends PDF/wristbands to facility and copies RO staff and eFINDS BML on e-mail confirming shipment.

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Operation Creation for Training/Exercises

1. Facilities should send an e-mail to efinds@health.state.ny.us and copy the appropriate NYSDOH RO Representative a minimum of 72 hours' (3 full days) in advance of the training/exercise with the following information:
 - a. Dates of operation
 - b. Preferred Name for operation
 - c. Short description of event requiring operation creation
2. OHEP or ITS staff creates operation and copy the appropriate NYSDOH RO Representative.

Non-training wristbands (if change in certified bed count, etc.)

1. Facility sends an e-mail to efinds@health.state.ny.us and copy the appropriate NYSDOH RO Representative (see below for contacts) with the following information:
 - a. Quantity (##)
 - b. Which facility they need wristbands for (if not requestor)
 - c. Facility ID number
 - d. Shipping POC info
2. OHEP/OPCHSM verifies/validates request.
3. If approved, OHEP/OPCHSM sends e-mail to eFINDS and copies RO staff.
4. ITS staff creates wristbands, sends wristbands to facility and copies RO staff and eFINDS BML on e-mail confirming shipment.

Facility Closure

1. In the event that a Facility is closed, the Facility should contact the appropriate NYSDOH RO Program to notify them of a pending facility closure.
2. eFINDS equipment should be retained on site until the final day that the facility will be occupied by any patients, residents or staff. At that point the facility should mail the eFINDS scanner to the following address:

Debra Sottolano
Work Station 279
875 Central Avenue
Albany, NY 12206

The name of the Facility should be clearly indicated on the return address of the package.

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NYSDOH Regional Office Points of Contact:

Region	Name	E-mail Address
Metropolitan Area (MARO)	Drew Fried	Drew.Fried@health.ny.gov
	Gary Garetano	Gary.Garetano@health.ny.gov
	John Rinciari	John.Rinciari@health.ny.gov
Capital District (CDRO)	Carol Killian	Carol.Killian@health.ny.gov
	Dan Geraghty	Daniel.Geraghty@health.ny.gov
	Mark Waldenmeier	Mark.Waldenmeier@health.ny.gov
Central NY (CNYRO)	Amy O'Brien	Amy.Obrien@health.ny.gov
	Megan Kash	Megan.Kash@health.ny.gov
Western Region (WNYRO)	Patrick Byrne	Patrick.Byrne@health.ny.gov
	Diana Volkman	Diana.Volkman@health.ny.gov
	Marie Ostoyich	Marie.Ostoyich@health.ny.gov

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NYSDOH OPCHSM Contact Information

Regions	Title	Phone Number
<i>Division of Hospitals and Diagnostic & Treatment Centers (including Community Health Centers)</i>		
Capital	Regional Program Director	518.408.5329
Central	Regional Program Director	315.477.8592
Metropolitan	Regional Program Director	212.417.5990
Western	Regional Program Director	716.847.4357 (Buffalo); 585.423.8141 (Rochester)
Off Hours (5:00 pm to 8:00 am, all weekends and holidays)	NYSDOH Duty Officer	866-881-2809
Central Office	Division Director	518.402.1004
<i>Division of Nursing Homes and ICF/IID Surveillance</i>		
Capital	Regional Program Director	518.408.5372 (or) 518.408.5433
Central	Regional Program Director	315.477.8417
Metropolitan	Regional Program Director	212.417.6197
Western	Regional Program Director	716.847.4348 (Buffalo); 585.423.8019 (Rochester)
Off Hours (5:00 pm to 8:00 am, all weekends and holidays)	NYSDOH Duty Officer	866-881-2809
Central Office	Division Director	518.408.1267
<i>Adult Care Facility and Assisted Living Surveillance Program</i>		
Capital	Regional Program Director	518.408.5287
Central	Regional Program Director	315.477.8472
Metropolitan	Regional Program Director	212.417.5814
Western	Regional Program Director	585.423.8185
Off Hours (5:00 pm to 8:00 am, all weekends and holidays)	NYSDOH Duty Officer	866-881-2809
Central Office	Division Director	518.408.1133
<i>Division of Home and Community Based Services</i>		
Capital	Regional Program Director	518.408.1128
Central	Regional Program Director	315.477.8422
Metropolitan	Regional Program Director	212.417.4970
Western	Regional Program Director	716.847.4655 (Buffalo); 585.423.8142 (Rochester)
Off Hours (5:00 pm to 8:00 am, all weekends and holidays)	NYSDOH Duty Officer	866-881-2809
Central Office	Division Director	518.473.9871
NYSDOH Duty Officer (Off-Hours)	(5:00 pm to 8:00 am, all weekends and holidays)	866-881-2809