



## Department of Health

**ANDREW M. CUOMO**  
Governor

**HOWARD A. ZUCKER, M.D., J.D.**  
Commissioner

**SALLY DRESLIN, M.S., R.N.**  
Executive Deputy Commissioner

February 6, 2020

Dear Chief Executive Officer:

Thank you for your commitment and efforts to support New York State's (NYS) response to the 2019 Novel Coronavirus (2019-nCoV). All hospitals should be ready and equipped to promptly screen, and where appropriate, to isolate, further evaluate, and correctly manage patients presenting to their facility with the potential of being infected with 2019-nCoV, and to notify appropriate public health authorities of the patient's potential status.

In close coordination with the Centers for Disease Control and Prevention (CDC), the New York State Department of Health (Department) is providing updated information and guidance to facilities on this rapidly evolving situation, as it becomes available. It is important that all hospitals strictly adhere to the latest guidance from the Centers for Disease Control and Prevention (CDC) regarding personal protective equipment (PPE), available here: <https://www.cdc.gov/coronavirus/2019-nCoV/hcp/infection-control.html>.

Shortages of PPE supplies may occur. The Department asks all facilities to compare their existing inventories of PPE, such as face shields, gowns, gloves, masks, N95 respirators, against the expected rate of use of these items under a surge situation, to determine the quantities needed to be on hand. Facilities or healthcare systems that identify a shortage of PPE, should use existing plans and vendor agreements to procure additional assets, by taking the following steps:

- Use existing vendor agreements and procurement plans to place orders for quantities needed by type and size of PPE.
- Activate existing Mutual Aid Agreements to obtain available support from those partners.
- Notify County Office of Emergency Management (OEM) when all existing agreements are exhausted and supply needs exceed those available from these sources.
- Coordinate with County OEM to identify and utilize other existing county resources.
- Notify the respective Department's Regional Office of ongoing need.
- If all local resources have been exhausted, submit a request, via your County OEM, to the NYS OEM. The request should include as much detail as available, but include at a minimum the following elements:
  - Type and Quantity of PPE by size
  - Point of Contact at the requesting facility or system
  - Delivery location
  - Date request is needed to be filled by
  - Record of pending orders

Upon receipt of a request submitted to NYS OEM, the Department will be notified and will use the information provided to validate the request and its ability to meet the identified need. Facilities should expect that the identified Point of Contact listed in the request will be

contacted by the Department for clarification and coordination. Please note that in order to assure adequate time to process and fill a request (as resources are available), a request should be submitted via your County OEM no later than 10 days before an item is out of stock at the requesting facility.

It is critical the healthcare facilities work in advance to prepare for anticipated shortages and to proactively work with all available sources of critical resources. It is also critical that healthcare facilities put controls in place to safeguard these resources and monitor their usage. The Department appreciates your attention to using the request process outlined above to help us all protect the health and safety of our residents.

Sincerely,

A handwritten signature in black ink that reads "Howard Zucker M.D.". The signature is written in a cursive style with a large, prominent "Z" for "Zucker".

Howard A. Zucker, M.D., J.D.  
Commissioner of Health