



## Department of Health

**ANDREW M. CUOMO**  
Governor

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

**LISA J. PINO, M.A., J.D.**  
Executive Deputy Commissioner

January 14, 2021

Dear Hospital Chief Executive Officer:

With the recent surge in COVID-19 positive cases and considering the escalating operations to dispense vaccine, some health care facilities are seeking help from additional qualified health care professionals and related professions to temporarily supplement their current hospital capacity. This guidance is intended for hospitals seeking emergency approval from the New York State (NYS) Department of Health (Department) for temporary use of qualified volunteers, or personnel affiliated with other general hospitals, to supplement your current hospital capacity, to account for the challenges presented by a surge of seriously ill COVID-19 positive patients and the dispensing of vaccine. Volunteers are not employed by NYS. Please be reminded that if the qualified volunteers want to be compensated for work performed, it is the hospital's responsibility to compensate, not NYS.

Executive Order 202.10 modifies subdivision (b) of section 405.3 of Title 10 of the NYCRR (NY Codes, Rules and Regulations) to the extent necessary to allow general hospitals to use qualified health care professionals, or personnel affiliated with different general hospitals, subject to the terms and conditions established by the Commissioner of Health. Executive Order 202.82 allows general hospitals to use certain qualified health care professionals to administer vaccination against influenza and COVID-19, if they have received training as determined by and in accordance with guidance issued by the Commissioner of Health after consultation with the Commissioner of Education. While extensive clinical resources are required to care for critical patients, there is also a need for health care professions to fill other roles to dispense vaccine and in caring for less acute patients and providing support services. The New York State Department of Health (NYSDOH) has a portal on its website for health care professionals to offer their medical services accessible at <https://apps.health.ny.gov/public/dohvolunteer/index.html>. Additionally, DOH has a portal for college and university students to offer their services at <https://apps.health.ny.gov/public/studentvolunteer/instructions>.

NYSDOH is currently contacting health care professionals who previously offered to provide their professional services to hospitals, nursing home or other healthcare facilities in NYS to determine their availability to return to service. If your hospital is experiencing a staffing shortage and is seeking a health care professional(s) to assist in providing medical services at your hospital, please access the COVID-19 Profession Request form that is available on the Health Commerce System (HCS) and is accessible to the Hospital CEO, COO, CMO (designated as the Medical Director in the HCS) or Director of Nursing at <https://commerce.health.state.ny.us/doh2/applinks/medprofreq/Home>. Please note that the database of volunteers will grow as we learn more information about previous volunteers and as we recruit other individuals to do this important work.

Please be advised that the information collected about the health care professionals offering medical services is for informational purposes only and has not been verified or otherwise reviewed by the NYSDOH. NYSDOH shall not be liable for any damages arising from the actions or omissions of any individual or entity who uses the database or the actions or omissions of any professional included in the database. NYSDOH shall not be liable in the event that any information provided by this survey is false, incomplete or incorrect. Any individual or facility that utilizes this database should independently verify the qualifications of the volunteers to ensure accuracy.



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Hospitals are required to ensure that the health care professionals have the qualifications and credentials to work onsite at the hospitals and receive a basic orientation to prepare them for their specific responsibilities prior to performing any tasks involving patient care. Hospitals can adopt emergency credentialing procedures to allow them to hire and rapidly deploy additional staff. Hospitals must ensure that these healthcare personnel receive training, are properly supervised and evaluated, and have delineation of duties.

Also attached for your convenience is a direction sheet on how to use the portal. Thank you for your interest in this service.

Sincerely,

Stephanie Shulman, DrPH, MS  
Acting Director  
Division of Hospitals and Diagnostic &  
Treatment Centers



For users who are in the roles assigned to the application, once you click on the link you will be directed to the HCS login screen (unless you are already logged in) and then after login, you will be redirected to application. You can also get to the application under the My Applications section on the HCS Home Screen or under the top Menu item 'My Content->All Applications' and clicking on the 'C' set of applications.

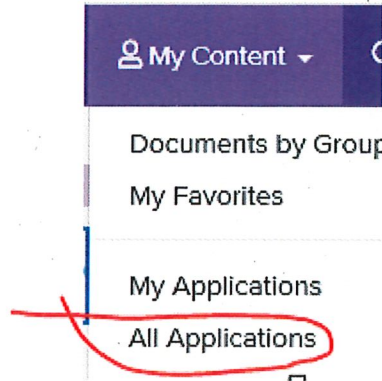
Questions can be addressed to Commerce Accounts Management Unit (CAMU) [camu@its.ny.gov](mailto:camu@its.ny.gov) or by phone at 1-866-529-1890 option 1.



Search  

**My Applications**

Acronyms & Abbreviations	
Advantage Dual Eligible MC	
Application Access	
CFCA Cost Report	
CHHA Cost Rpt	
CHHA Rate Sheets	
CHHA Telehealth Letters	
CHPlus FE Integrity	
CHPlus KIDS Data System	
ComDir Role Lookup Tool	
Coord Account Tools - HCS	
Coord Account Tools - LHD	
Coord Account Tools - PCC	
Coordinator's Update Tool	
<b>COVID-19 Medical Prof Request</b>	
...	




To make a request through the HCS application, enter the date that you are requesting the volunteers to start, the County(s) that you need them to work in, the type of Facility(s) they will be working in and Profession Type(s) that you are looking for by entering the number of needed volunteers on the appropriate line. Once you click 'Submit Request' you will be directed to a new page letting you know that you will be receiving an email with the list of volunteers shortly.

## COVID-19 Medical Professional Request

### Requester

Organization: All

\*Note: To change your email address, use this [Link](#) to update your email address in your HCS Profile.

Requested Start Date  

### Location

Select the counties (boroughs) and type of Facility for which you are requesting Medical Professionals to work in.

#### Counties (Boroughs)

Albany	^
Allegany	
Bronx	
Broome	
Cattaraugus	
Cayuga	v

#### Facility Type

Adult Care Facility/Assisted Living	^
Clinic	
EMS	
Hospital	
Medical	
Nursing Home	v

## Medical Profession

Enter the number of professionals needed for each Medical Professional being requested:

<b>Profession</b>	<b>Number</b>
Certified Home Health Aid (CHHA)	<input type="text"/>
Certified nursing assistant (CNA)	<input type="text"/>
EMS Professional	<input type="text"/>
Licensed practical nurse (LPN)	<input type="text"/>
Occupational Therapist	<input type="text"/>
Other	<input type="text"/>
Pharmacist	<input type="text"/>
Phlebotomist	<input type="text"/>
Physical Therapist	<input type="text"/>
Physician (MD)	<input type="text"/>
Physician - nephrologist	<input type="text"/>
Physician Assistant (PA)/Nurse Practitioner	<input type="text"/>
Registered Nurse (RN)	<input type="text"/>
Respiratory Therapist	<input type="text"/>
Speech Pathologist	<input type="text"/>