



Hospice & Palliative Care Association of NYS

2 Computer Drive W., Ste. 105, Albany, NY 12205

Ph: 518-446-1483 / www.hpcanys.org

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The Health Provider Network (HPN) Alert

Providing HPN Mandate, Compliance & Access Information

What is the Mandate?

The Hospice & Palliative Care Association of NYS (HPCANYS) is working with the NYS Department of Health (DOH) Office of Health Emergency Preparedness (OHEP) to bring all member organizations into compliance with the State Law and the DOH Commissioner's Regulations regarding the Health Provider Network (HPN) Access and Reporting Requirements.

State Law, Article 2B, §21 of the Executive Law mandates the Department of Health Commissioner assume the responsibility of coordinating resources and manpower to respond to any disaster and deliver services that aid affected individuals. A major piece of this mandate is realized through the creation and maintenance of effective communication channels; the **Health Provider Network (HPN)** which supports rapid and efficient communication of information and emergency protocols among its users.

In 2005 the HPN was expanded to include **Hospice providers**, at which time each Hospice provider in NYS was registered and received an HPN Identifica-

tion number. Current State law mandates that all health care providers, including hospices, **maintain and update key contact information** in the HPN'S Communication Directory.

What is the Benefit of HPN?

The ability to **receive timely, up to date information** will be crucial in the event of an emergency when an appropriate, coordinated response is needed. Through the HPN the Department of Health is able to **email or text users** at the onset of an emergency and maintain contact as needed throughout the duration, such as during the recent H1N1 flu pandemic.

The HPN is the best way for your Hospice to determine if your region and your patients are affected by emerging health threats. Assuring that your organization's contact information is accurate and current is critical to having your administrators and appropriate staff receive timely updates in the event of an emergency, infectious disease situation or other health-related crisis.



H1N1, Vaccination & Immunization Educational Materials

Educational and informational materials generated or distributed by the New York State DOH regarding H1N1, immunizations or vaccinations will be provided to all HPN Coordinators and Hospice Directors by email; these materials will also be posted on [HPCANYS website](http://www.hpcanys.org) for reference by any Hospice Pro-

vider. Currently materials include the **'Seven Truths about Influenza Vaccination of Healthcare Workers'** which provides seven factual statements with supporting data that present the case for the importance, efficacy and safety of flu immunization for healthcare workers. Also posted are two Power Point Presentations, the first entitled, **'Protecting Your Patients from Influenza'** provides education on influenza symptoms and transmission as well as the impact and benefits of immunization. This presentation also describes the different types of vaccines and delivery systems available along with the efficacy and safety of each. The second Power Point Presentation entitled, **'Immunizing in Home and Community Based Care'** details reasons why many health care personnel choose not to be immunized as well as key strategies for motivating personnel and increasing staff vaccination rates. This presentation also dispels a number of 'myths' that can create barriers to vaccinations by countering with the 'facts.'

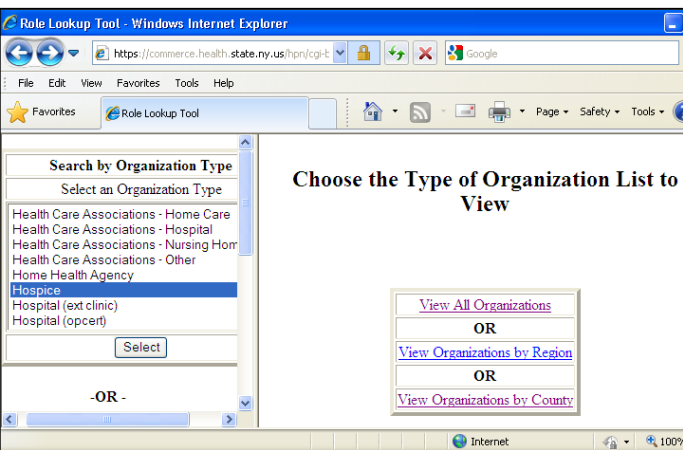
Getting Started

Reviewing your organizations Contact Persons Roles in the HPN Communications Directory

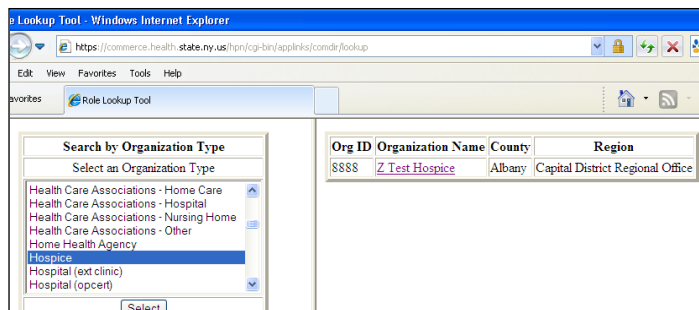
The **HPN Coordinator** is the principal point of contact concerning HPN access for each organization; they must have the authority and responsibility to review user account information and establish role and update contact information for their organization using **HPN Coordinator Tools**.

The **Coordinator's Update Tool** can be used to review your organization's emergency contact information and role assignments. *Follow these step by step directions* to be sure that your organizations contact and role assignments are accurate and current.

- Go to the HPN homepage at: <https://commerce.health.state.ny.us/hpn>
- Click on the **Communications Directory** (left side of toolbar menu at top of the page)...this will take you to the **Commerce Communications Directory** page.
- Click on **'Coordinators Update Tool'**... a new window will open up
- Click on **'Role Lookup Tool'** on the bottom left of the page
- Scroll **'Select Organization Type'** until you find Hospice, highlight it and click 'select'



- Choose **'View Organization by County'** on right side of screen (shown above)
- Select your county from the list and then click on your **'Organization Name'** (below)



- Contact information for your Hospice will be at the top of the page. You can also scroll down the page to view all contact information, and role assignments. From here you can see whether a role has been assigned for critical categories as well as the review the accuracy of contact information for roles assigned and update.

If you need additional direction, HPN provides a short tutorial about how to use the 'Roll Lookup Tool.' You may access, print or save this resource, simply click on the following link: [HPCANYS website.](#)

Questions? Problems?

Call the **CAMU Hotline 1-866-529-1890**

The Commerce Accounts Management Unit (CAMU) is well staffed to assist you with any problems you may have with the Health Provider Network (HPN).

If you are not certain of your status as an HPN Coordinator, or if you and/or your Director are not sure what your PIN or User ID and Password are to access the HPN site you can call the **CAMU Hotline** for assistance. Without your PIN or ID you will need to provide your driver's license ID that was provided when you were registered as an HPN Coordinator to get this information.

Any questions or problems can be directed to the CAMU unit between the hours of 8:00am and 5:00pm.