Privacy and Cybersecurity Event Notifications

Your Responsibilities as a Participant of HealtheConnections

As a participating organization with HealtheConnections, you MUST notify us in the case of a suspected, discovered, or known breach of confidentiality or security. A breach at your organization could impact others and timely notification is critical to mitigate risk.

What to do if I suspect, discover, or know of an existing breach of confidentiality or security?

Whether it is a minor, isolated event or a major cybersecurity incident such as a ransomware attack, all breaches must be reported to HealtheConnections.

- Contact HealtheConnections immediately; appropriate staff will follow-up.
    - During normal business hours M-F 7:30am-5pm
        - Phone: 315-671-2241 x5
        - Email support@healtheconnections.org
    - After-hours, weekends, holidays
        - Phone: 315-671-2241 x5
- If this is a cybersecurity incident and you are a data contributor, contact HealtheConnections immediately and request to speak to the Associate VP of Infrastructure and Security.
- If you discover a breach, you may also be required to notify certain state and/or federal agencies. We suggest you work with your legal counsel to determine any breach notifications that may be required.

What can HealtheConnections do for me during a cybersecurity event or incident?

- If you can't access your EMR and need an interim solution, your team can use their HealtheConnections accounts to access community-wide patient records with patient consent. Our system is cloud-based and can be accessed with an internet connection.
    - If you are facing an emergency and your team does not have accounts with HealtheConnections, call us at 315-671-2241 x5 immediately for assistance.
    - Educational materials and FAQs about how to use our system are available any time on our **Training & Documents** webpage.
- If you are a data contributor, we may be able to help you reconstitute your EMR. Email support@healtheconnections.org and we will contact you to discuss your options.

What do I do when the cybersecurity event or incident has been resolved?

- Email us with the below information:
    - Overview of Incident
    - Brief description of remediation of the incident
    - Statement or attestation of all clear, including the request to reconnect to HealtheConnections
    - Person's role/authority to make these statements (e.g., CIO, CISO, legal counsel)
- Your feed has likely been disconnected. We require all of the above information in writing to reconnect you.

Contact support@healtheconnections.org or 315-671-2241 x5 any time with questions.

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