



Cybersecurity Event Notifications

Your Responsibilities as a Participant of HealthConnections

As a participating organization with HealthConnections, you MUST notify us in the case of a suspected, discovered, or known breach of confidentiality or security. A breach at your organization could affect 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?

- Contact HealthConnections as soon as practicable.
 - During normal business hours M-F 7:30am-5pm
 - Phone: 315-671-2241 x5
 - Email support@healthconnections.org
 - After-hours, weekends, holidays
 - Phone: 315-671-2241 x5
- 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 HealthConnections do for me during a breach?

- If you can't access your EMR and need an interim solution, your team can use their HealthConnections 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 HealthConnections, call us at 315-671-2241 x5 immediately for assistance.
 - Training materials and FAQs about how to use our system are available any time on our website: [Training & Documents - HealthConnections](#)
- If you are a data contributor, we may be able to help you reconstitute your EMR. Email support@healthconnections.org and we will contact you to discuss your options.

What do I do when the breach 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 HealthConnections
 - 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@healthconnections.org or 315-671-2241 x5 any time with questions.