



Bureau of Emergency Medical Services and Trauma Systems

TO: Mr. Chairman and the Systems Committee
FROM: BEMS Operations Section
DATE: May 10, 2017
SUBJECT: Operations Report

This represents a summary of activities the Operations Unit has been involved with since your last meeting. As you read through this report, please feel free to ask questions.

Early this year the Department announced that the Secure File Transfer (SFT) System on the DOH Health Commerce System (HCS) has been upgraded to Version 2.0. Regions are reminded that *the Department will not conduct F&C reviews for applications it has not received a full copy of or any application submitted to a REMSCO & that has not been deemed "Complete"*. See attached handout for a copy of the SFT V2.0 Usage Guide.

The following are CON related actions submitted (or pending where indicated).

- **Appeals to Article 30 actions currently at DOH Bureau of Adjudication**
 - Rockaway Volunteer Ambulance Corps, Inc. – New Amb Svc
 - Mercy EMS – Expansion of Operating Territory
 - Orchard Park Fire District Emergency Medical Services, Inc. – Expansion of Operating Territory

- **Certified Ambulance or ALSFR Service closures & Ceasing to Operate**
 - Holley Volunteer Ambulance, Inc. – Surrendered Op Cert
 - Churubusco Volunteer Fire Department, Inc. (Amb)– Ceased operating
 - Berkshire Emergency Squad, Inc (ALSFR) – Ceased operating
 - East Branch Fire Department Ambulance Squad – Ceased operating
 - Edwards Fire Department Rescue Squad (Amb) – Ceased operating
 - Sodus Center Fire Company Emergency Squad (Amb) – Ceased operating
 - Woodhaven-Richmond Hill Volunteer Ambulance Corps, Inc. – Ceased operating

- **Municipal CON Declarations under A30 PHL 3008(7)(a)**
 - City of Amsterdam (Amb) – Declaration Pending

- **Municipal CON Declarations under A30 PHL 3008(7)(a) Surrendered or Withdrawn**
 - Town of Willet (Amb) – Declaration withdrawal - pending

- **Municipal conversions to permanent status (rollovers)**
 - Town of Prattsville (Amb) - Greene County - Approved
 - Town of Lexington (Amb) - Greene County - Approved
 - Town of Pittsfield (Amb) – Otsego County - Pending

- **New "Traditional CON" Services Applying for A30 PHL Operating Authority**
 - Watkins Glen International - Pending

- **New Services Approved – Federal or Air Services**
 - None

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- **Transfers of Operating Authority completed or in process under A30 PHL 3010(2)**
 - Scottsville Rescue Squad, Village of, to Henrietta Volunteer Ambulance Service (CHS), Inc.
 - Chili Volunteer Ambulance Service, Inc. to Henrietta Volunteer Ambulance Service (CHS), Inc.
 - Lafayette Fire Department, Inc. to Lafayette Ambulance Department, Inc.
 - Southern Oswego Volunteer Ambulance Corps to Oswego County Ambulance Service
 - West Islip Fire Department to West Islip Fire District - Pending
 - S&S Ambulance Service to Mohawk Valley Ambulance Corp., Inc. - Pending
 - Manhasset-Lakeville Fire Dept to Manhasset-Lakeville Fire Dept Ambulance Unit, Inc. - Pending
- **Stock Transfers Under A30 PHL 3010(2)(c)**
 - Ownership Shares Transfer Approved for Oswego County Ambulance Service
 - Ownership Shares Transfer Approved for Richmond County Ambulance Service
- **Expansions of Operating Territory under A30 PHL 3008**
 - Scarsdale Volunteer Ambulance Corps – Approved
 - Marathon Area Volunteer Ambulance Corps, Inc. – Approved
 - Marcellus Ambulance Volunteer Emergency Service, Inc. - Approved
 - Central Orleans Volunteer Ambulance, Inc. - Pending
 - Strykersville Fire Department - Pending
- **Emergency Expansion of Operating Territory under A30 PHL 3010(1)(c)**
 - Emergency EOT in Oswego County approved 2/13/17 - resolved by TOA of SOVAC to OCAS

Other Non-Certified Services Recognized by DOH:

- **BLSFR EMS Agency ID#'s issued**
 - Daemen College
 - Sidney Fire Department
 - Edwards Fire Department
 - Sodus Center Fire Department
 - Cragmour Fire Department
- **BLSFR EMS Agency ID#'s Deactivated/Archived**
 - Onondaga Nation Volunteer Fire Department #1072
 - Plainville Fire District #1021
 - Frankfort Center Fire Department #0764
 - Nanticoke Fire Company, Inc. #0121
 - North Boston Volunteer Fire Company, Inc. #8466
 - East Campbell Fire Department, Inc. #0766

Other Items:

- EPI PEN LAW Change March 28, 2017
- **Handouts & Attachments**
 - DOH Health Commerce System (HCS) Secure File Transfer V2.0 (SFT) User Guide



Secure File Transfer 2.0 Quick Reference Guide

Secure File Transfer 2.0 (SFT) is a utility that provides solutions for the handling of sensitive information, including financial files, medical records, legal documents, personal data, etc. SFT securely collects, stores, manages, and distributes information between the NYS Health Commerce System (HCS) users. The utility will securely and easily transfer files and folders up to 2GB in size between two or more users. It uses email addresses from the HCS Communications Directory to send and receive packages. Files remain on the HCS for **14 days**. This utility is similar to your email system. It has an Inbox, Drafts, Sent, Templates and Trash mailboxes.

How do I access Secure File Transfer 2.0?

Click **Secure File Transfer 2.0** in My Applications. If you do not see it in your My Applications list, you can add it:

1. Click **My Content** located in the upper right of the menu bar
2. Click **All Applications**
3. Click **S** in the alphabet
4. In the **Secure File Transfer Application** last column, click the green circle with the white plus sign image (+) to add shortcut to My Applications

How do I send someone else a file/package?

1. Click **Packages**
2. Click **Send Packages**
3. Enter the person's last name, User ID or email address in the **To** (cc or bcc) text field
4. Click **Check Recipients**. This will return all HCS user fitting the criteria entered
5. Check the checkbox next to the desired name and click **OK** (you may have to scroll down if it is a large list)
6. Enter the **Subject**
7. Enter the body of the **Note**
8. Click **Launch the Upload Wizard** (if you are attaching a file)
9. Click **Add File**
10. Select the file(s) you want to send
11. Click **Upload**
12. Click **Close**
13. Check the checkbox if you want to get a delivery receipt and/or prevent 'reply all' (not required)
14. Click **Send**



NOTE: You can also use the **To** icon to search the **Address Book**. Be sure to click the magnifying glass image OR enter an asterisk (*) in the beginning and end of the search criteria (i.e., *smith*) for accurate results. **Please see page 2 for searching details.**



How do I retrieve a file/package someone has sent me?

You will receive an email from the Secure File Transfer utility. Click the link in your email to open your SFT Inbox to get to the package OR:

1. Click **Packages**
2. Click **View All Mailboxes**
3. Click **Inbox**
4. Click the Subject link



How do I upload a file?

1. Click **Folders**
2. Click on 'Go to Folder' drop down and select **/home/[userid]**
3. Under Upload Files section, click **Launch the Upload Wizard**
4. Click **Add File**
5. Select the file(s) you want to upload
6. Enter notes (if applicable)
7. Click **Upload**
8. Click **Close**



How do I send an uploaded file?

1. Click **Folders**
2. Click **Go To Folder** dropdown and select your folder (**/Home/your name or userid/**)
3. Check the checkbox next to the file you want to send
4. Click **Send**
5. Enter the person's last name, User ID or email address in the **To** (cc or bcc) text field
6. Click **Check Recipients** (this will return all HCS user fitting the criteria enter)
7. Check the checkbox next to the desired name and click **OK** (you may have to scroll down if it is a large list)
8. Enter the **Subject**
9. Enter the body of the **Note**
10. Click **Send**



How do I create an email template for repeated use?

- Follow 'How do I send someone else a file/package?' steps 1-13
- Click **Save As Template**
- In the blue bar, you will have a message that says 'Saved package as template with ID # OK. Click 'Click here to return to packages'.

NOTE: If you routinely send to the same person/people, using a template saves time and is ready when you are. Also, templates are not deleted after 14-days.

Support...

- User support—Click the **Quick Reference Guide** for quick 'how to' steps
- Technical support—send an email to hinweb@health.ny.gov



Secure File Transfer 2.0 Quick Reference Guide

Additional information...

How do I search using the Check Recipient?

1. Enter the recipients last name, email address or userID in the To field. If you are sending to more than one recipient, separate the information with a comma (,) between each user. Also, you can carbon copy (cc) and blind carbon copy (bcc) recipients by clicking on **Show Cc/Bcc** link below the To field.
2. Click **Check Recipient**
3. From the results, check the box next to the user you want to receive the package, click **OK** (you may have to scroll down)

Search for a user

NOTE: If you entered more than one recipient, each result will happen one at a time, just repeat Step 3 above for each user. For example, if you are sending a package to three people and you enter Smith, Patel, Jones. The system will look for the people in the order they were entered. It will search for Smith first then you select from the results; then system will search for Patel next then you select from the results; and then for Jones last then you select from the results. It will populate the To field with each of their information (name and organization).

How do I search using the To icon or Address Book?

1. Click the **To** icon or **Address Book**
2. Enter the recipients last name, email address or userID in the search field, and click the magnifying glass image. If you did not get the expected results, enter an asterisk (*) in the beginning and end of the search criteria (i.e., *smith*) for accurate results.
3. Check the box next to the recipients name, and click **Send to...**

How do I recall a package?

1. Click **Packages**
2. Click **Sent mailbox**
3. Click the subject link
4. Click **Recall**

NOTE: This recalls a package that was sent even if it was already opened.

Recall information

How do I add more mailboxes (under Packages)?

1. Click **Packages**
2. Click **Add Box...**
3. Enter the mailbox name
4. Enter the description of the mailbox
5. Click **Add Box**
6. To return, click the top blue line that says 'Click here to return to the mailbox list'

Mailbox information

NOTE: Keep in mind that the newly added mailbox is limited to 14-days.

How do I add additional folders to organize your uploads?

1. Click **Folders**
2. Click on 'Go to Folder' drop down and select **/home/[userid]**
3. Click **Add Folder**
4. Enter the folder name
5. Click **Add Folder**
6. Click **Return to folder list**

Folder information

How do I delete a folder I added?

1. Click **Folders**
2. Click 'Go to Folder' and select **/home/[userid]**
3. Click the **X** on the far right of the same Folder row that you want to delete

How do I verify my package was opened by recipients?

1. Click **Packages**
2. Click **Sent mailbox**
3. Click the subject link
4. Click **More** next to Read Status if multiple recipients
 - Green ball—means the recipient opened the package
 - White ball—means the recipient did not open the package

Package information

How do I look up my transactions?

1. Click **Logs**
2. Enter criteria
3. Click **Apply Filters**

Logs information

How do I customize my view of the results?

1. After you have your results
2. Click **Customize View**
3. Select criteria
4. Click **Update View**

PLEASE REMEMBER!!!

- Files remain on the HCS for **14 days**
- File size is limited to **2 gigabytes**