



## Department of Health

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Executive Deputy Commissioner

TO: Hospital Administrators

DATE: December 20, 2020

SUBJECT: Hospital Capacity Coordination Center (HCCC)

Effective immediately, the New York State Department of Health has reactivated the Hospital Capacity Coordination Center (HCCC) in order to serve as a central point of communications and actions for managing hospital capacity issues throughout the state. All hospitals must call the HCCC and inform the Department if:

1. hospital capacity approaches less than 15% staffed acute care bed availability;
2. hospital anticipates a challenge in maintaining at least 15% staffed acute care bed availability within the next 72 hours; or
3. hospital is experiencing, or anticipates within 72 hours experiencing, any other situation that challenges its ability to admit patients in need of acute care services.

The HCCC will be answered 24 hours a day, 7 days a week including holidays through a dedicated toll-free number, **1-917-909-2676**. Hospitals should be prepared to share any information requested by HCCC staff via telephone or email.

Thank you for your attention to this matter and for all your continued COVID-19 related efforts.