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FROM NYSDOH: THE NEW YORK STATE PHYSICIAN PROFILE

The New York State Department of Health (NYSDOH) seeks MSSNY’s assistance in ensuring that physicians are in compliance with requirements to establish and update the NYS Physician Profile (NYPP).

Physicians who are licensed and registered to practice in New York State must create and periodically update a profile within the NYPP. The NYSDOH, through the Office of Professional Medical Conduct (OPMC), is taking an active role in assisting physicians in complying with the statutory requirements related to the NYPP.

The New York Patient Health Information and Quality Improvement Act of 2000 required the DOH to create a statewide health information system designed to provide greater public access to information about medical providers, practitioners, and health plans. As part of this effort, information about licensed and registered physicians continues to be available via the NYPP Web site at www.nydoctorprofile.com and a Consumer Call Center.

Creating an Initial Profile

Once a physician has registered with the New York State Education Department, an initial profile is created by DOH. Newly-registered physicians are sent letters reminding them of their obligation to review their pre-populated profile by providing mandatory information and correct any inaccuracies. Physicians may review their profile online or request a paper copy. For assistance in completing the profile, physicians may call the Physician Help Desk at 1-888-338-6998 between the hours of 8:30 am and 4:45 pm, Monday through Friday.

To complete their initial profile online, physicians can use their Health Commerce System (HCS) account. This is the same account that physicians use to order their prescription pads and access information on dispensed controlled substances.

To establish an HCS account, physicians may log on to https://apps.health.ny.gov/pub/top.html. For assistance with an account, physicians may call the HCS Support Unit at 1-866-529-1890, option 1. Once logged onto their HCS account, physicians can use the Online Help File to answer questions about the Physician Profile mandatory and optional fields.

Physicians who prefer to complete or update their profile by hand editing a paper copy may call the Physician Help Desk at 1-888-338-6998 and request a copy of their profile.

Updating Profile Information

Public Health Law Section 2995-a requires each physician to update his or her profile information within the six months prior to the expiration date of their physician registration period, as a condition of registration renewal under Article 131 of the education law.

To update their profile, physicians must log on to HCS using their user ID and password. Physicians then choose the “Physician Profile” button under “My Applications”, page through the survey, and confirm or update their information by clicking on the “Save” buttons at the
To close the survey, physicians click on the FINISH button. The last page physicians will see is an attestation page stating that under penalties of perjury that the information in their profile is true and accurate with an electronic signature and date. The Physician Profile database is updated every morning at 7:30 am. A physician should wait until the day after he/she creates an HCS account to access the Physician’s Profile application. After that time, the account will be updated.

**Penalties for Not Complying with NYPP Requirements**

Physicians who are required to complete or update their profile and do not do so, or who knowingly provide materially inaccurate information to the NYPP, may be guilty of professional misconduct. The OPMC seeks to work with physicians to ensure compliance and avoid any misconduct issues.

The OPMC receives a monthly report that identifies physicians who were required to initialize or update a profile during the previous month, but did not do so. When the report is received, OPMC will contact the physician, notifying him/her of the current failure to comply, with the hope of resolving the matter. The physician will have 30 days to come into compliance with the profile requirements. Physicians who fail to comply within 30 days notification from OPMC will be referred to the Board for Professional Medical Conduct for disciplinary action.

The OPMC encourages physicians to comply with the profile requirements, to advance our common goal of providing the public with current, accurate information that can be used to inform patient decision-making.

Thank you in advance for working with physician members of your organization to assist and ensure that they are in compliance with the NYPP requirements. If you have any questions regarding the profile requirements, please contact the Physician Help Desk at 1-888-338-6998. We are happy to speak with you and your members regarding the NYPP. Please contact my office at 518-402-0855 if you would like the OPMC to discuss the Profile at a future meeting.

*Keith W. Servis,*  
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*Director, Office of Professional Medical Conduct*

**Quick Links:**

**Department of Health, Office of Professional Medical Conduct:**
http://www.health.ny.gov/professionals/doctors/conduct/

**To apply for a Health Commerce Account:**
https://apps.health.ny.gov/pub/top.html

**To access your Health Commerce Account:**
https://commerce.health.state.ny.us