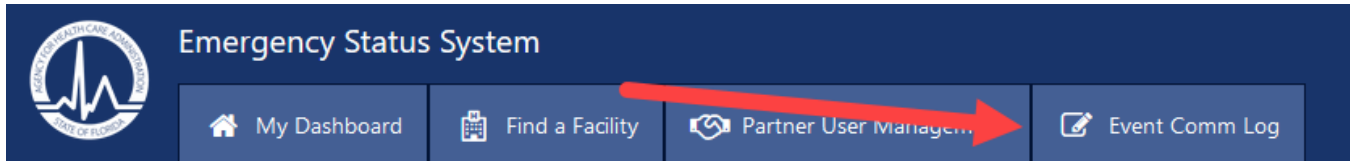


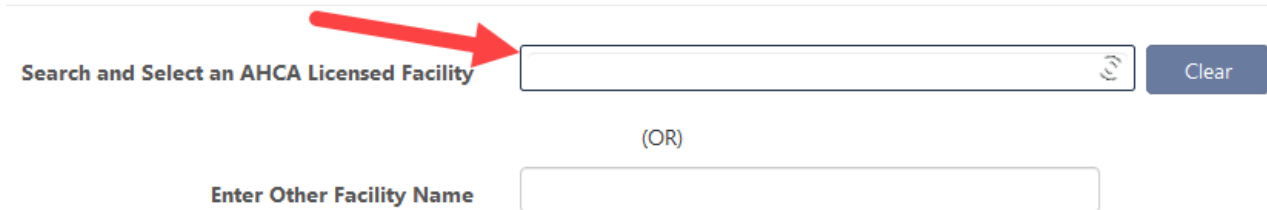
How to Log All Communications in the Emergency Status System (ESS) Audience: Partners and AHCA Staff

1. Navigate to and log in at the website: <https://apps.ahca.myflorida.com/ess>
2. Click the “Event Comm Log” tab.



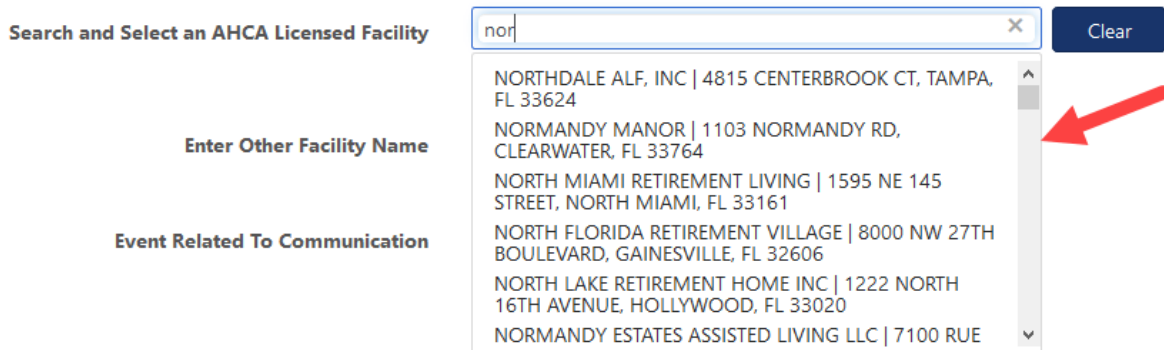
3. The “Event Communication Log” screen opens.
4. Enter the name of the provider being contacted.
 - a. If the provider is licensed by AHCA, start typing the name of the provider in the “Search...” field.

Event Communication Log



The screenshot shows the search interface with two input fields: 'Search and Select an AHCA Licensed Facility' and 'Enter Other Facility Name'. A red arrow points to the first field. Below the fields is a 'Clear' button.

- i. The “Search...” field is a lookup field. After typing at least 3 characters, it will search through all AHCA providers and build a list to choose from.

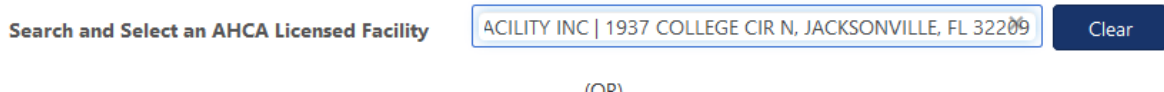


The screenshot shows the search dropdown menu with the text 'nor' entered in the 'Search and Select an AHCA Licensed Facility' field. The dropdown list contains the following entries:

- NORTHDALE ALF, INC | 4815 CENTERBROOK CT, TAMPA, FL 33624
- NORMANDY MANOR | 1103 NORMANDY RD, CLEARWATER, FL 33764
- NORTH MIAMI RETIREMENT LIVING | 1595 NE 145 STREET, NORTH MIAMI, FL 33161
- NORTH FLORIDA RETIREMENT VILLAGE | 8000 NW 27TH BOULEVARD, GAINESVILLE, FL 32606
- NORTH LAKE RETIREMENT HOME INC | 1222 NORTH 16TH AVENUE, HOLLYWOOD, FL 33020
- NORMANDY ESTATES ASSISTED LIVING LLC | 7100 RUE

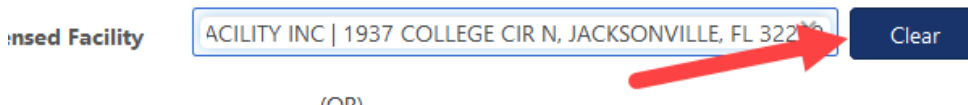
A red arrow points to the dropdown list. There is also a 'Clear' button to the right of the search field.

- ii. Select the appropriate provider from the list.



The screenshot shows the search field with the text 'ACILITY INC | 1937 COLLEGE CIR N, JACKSONVILLE, FL 32209' selected. A red arrow points to the selected text. There is also a 'Clear' button to the right of the search field.

- iii. If the wrong one is selected, click the “Clear” button to remove it and try again.



The screenshot shows the search field with the text 'ACILITY INC | 1937 COLLEGE CIR N, JACKSONVILLE, FL 32209' and a red arrow pointing to the 'Clear' button.

- b. If the provider is not licensed by AHCA, enter the name in the “Enter Other Facility Name” field.

Event Communication Log

Search and Select an AHCA Licensed Facility Clear

(OR)

Enter Other Facility Name



- 5. Select the event(s) which prompted the need to contact the provider.

Event Related To Communication

- ESS Prerollout Training Sample Event
- Wade's Hurricane
- Test Event
- Load Test 6/29

- 6. Make adjustments to the “Date and Time of Communication” if necessary (i.e. if recording prior communications, be sure to change the date/time to when it was actually attempted).

Date and Time of Communication

7/31/2018 12:07 PM 📅 🕒

- 7. Select the “Communication Requestor”. If the communication was the result of a specific request, indicate this by selecting who initiated it.

Communication Requestor



Communication Type

Communication Made

Event Data Updated?

Select

- Select
- AHCA
- ESF-8 Request For Follow Up
- Gov Office/Legislature
- Healthcare Association
- N/A

8. Select the form of communication from the "Communication Type" dropdown.

A screenshot of a web form showing a dropdown menu for "Communication Type". The dropdown is open, displaying options: "Select", "Email", "Phone - Mobile" (highlighted in blue), "Phone - Office", "Text", and "On-Site Visit". A red arrow points from the "Communication Type" label to the dropdown menu.

9. Select if communication actually took place (i.e. spoke with a real person, etc.) or not (i.e. no answer, left voicemail, etc.).

A screenshot of a web form showing a dropdown menu for "Communication Made". The dropdown is open, displaying options: "Select", "Yes", and "No". A red arrow points from the "Communication Made" label to the dropdown menu.

10. Select whether updates to the event information were made.

A screenshot of a web form showing a dropdown menu for "Event Data Updated?". The dropdown is open, displaying options: "Select", "Yes", and "No". A red arrow points from the "Event Data Updated?" label to the dropdown menu.

11. Input the information about the person contacted.

Three input fields for contact information. Each field has a red arrow pointing to it from the left. The fields are labeled "Facility Contact Name", "Communication Email", and "Communication Phone".

12. Input the full name of the person who made the communication.

A single input field for the name of the person who made the communication, labeled "Information Collected By".

13. Enter any relevant information and a brief synopsis of the communication attempt into the "Communication Details" field. Note: Do not use this field for event information updates or

patient data.

Communication Details



Call made. No answer. Line busy,

*Limit is 500 characters.

*Reminder: Do not enter patient data or HIPAA protected information into ESS.

14. Verify all information entered into the log is correct; once saved, it cannot be changed. Click "Save".

