



## **Entering General Information in the Health Facility Reporting System (HFRS) Audience: Providers, Partners, and AHCA Staff**

1. Navigate and log into the website: <https://apps.ahca.myflorida.com/hfrs>
2. Once logged in, the tabs displayed vary based on the user account's permissions. Locate and select the provider. The provider's "Facility Details" screen will open. The tabs ranging from "Facility Info" to "Transportation" are for entering general information.
3. The "Facility Info" tab ("Facility Details" screen) is mostly read-only information from the AHCA licensing database. If changes need to be made to the read-only section, please contact the appropriate AHCA licensing unit.
  - a. Below the licensing information, some questions exist that need to be answered. If you do not know the provider's evacuation zone, look it up on the evacuation zone map website:  
<http://floridadisaster.maps.arcgis.com/apps/webappviewer/index.html?id=c788060028cb43809a25744ead39c0d6>. If the link does not open, navigate to the following website to then navigate to the map: <https://www.floridadisaster.org/info/>.
  - b. Hospitals and Emergency Departments will have more than the other provider types.
4. The "Contacts" tab ("Facility Contacts" screen) is used for maintaining the provider's contact people, HFRS user accounts, and designated safety liaison. The contacts listed may be contacted by AHCA staff or other response staff if the need arises.

**Provider Superusers**-add, edit, and delete contacts; send and resend registration invitations; revoke registration; designate the safety liaison.

**Provider Users**-edit/update their own contact information.

**Partner Superusers**- add, edit, and delete provider and partner contacts; send and resend provide and partner registration invitations; revoke provider and partner registration; designate the provider's safety liaison.

**Partner Users**-add and edit provider contacts; send and resend provider registration invitations; edit/update their own contact information.

  - a. **To add a new contact person:**
    - i. Click "Add New Contact".
    - ii. Enter the contact's information on the "Facility Contact-Add" screen. Select the person's "Title/Position". Enter the person's name, email address(es), telephone number(s), type of telephone number, and if the number is able to receive text messages.
    - iii. If the person is the designated safety liaison or knowledgeable about the facility's generator(s), indicate this by checking the appropriate box(es).
    - iv. Indicate if the person is completely unable to communicate in English and requires a translator when available if called. If a translator is needed, please indicate the language. Click "Save" once all information is entered.
  - b. **To edit/update an existing contact:**

- i. Click “Details” next to the contact’s name.
    - ii. Click “Edit” at the bottom of the “Facility Contact-Details” screen.
    - iii. Click “Save” once information is entered.
  - c. **To invite a contact to register for HFRS:**
    - i. Once the relevant information is entered for your contact, click the button “Invite Contact to Register” next to the name of the contact.
    - ii. On the “Send Invitation to Contact” screen, select the user role the person will be assigned and click “Create” to send the invitation.
    - iii. Invitation information will populate in the contacts grid for this person.
    - iv. Once the contact has completed the registration process, this information will be filled in as well.
    - v. The final two columns will have information pertaining to user’s role within the Health Facility Reporting System. Depending on your credentials, you may see options to change another user’s role.
  - d. **To resend a registration invitation:**
    - i. Should an invitation need to be resent, click the “Resend Invitation” button next to the contact. The screen will refresh; this is the only indicator that the invitation has been resent.
  - e. **To revoke a contact’s registration/access:**
    - i. Click “Revoke Registration”.
    - ii. The “Invite Contact to Register” will replace the “Revoke Registration” button.
5. The “Utilities” tab (“Facility Utilities” screen) is used to maintain the provider’s utility and service companies and account information.
  - a. Select the “Details” button next to the first type.
  - b. The “Facility Utility Account – Details” page will open. Click “Edit” to enter or change information.
  - c. Fill in the information about that specific utility or service.

Note: When adding account numbers, type the account number in the field called “Account Number to be Added” and click the “Add Account Number” button. The account number will populate in the “List of Account Numbers”. Add all active account numbers for this utility or service.
  - d. If an account number needs to be removed from the list, select it from the “List of Account Numbers” box and click the “Delete Account Number” button.
  - e. Click the “Save” button when complete.
  - f. Continue entering/verifying information for each utility or service.. If the utility or service does not apply to the provider, click the box available to opt out of it.
6. The “Generators” tab (“Facility Generators” screen) is used to maintain the provider’s generators available for use during an event.
  - a. Answer the mandatory question “Does the facility have a quick connection for a temporary generator?” and click the “Save” button.

- b. Enter information about each generator the provider has for use during event.
      - i. Click the “Add New Generator” button.
      - ii. The “Facility Generator-Add” screen opens. Fill in all of the information about the generator.
      - iii. Once the information has been entered, click “Save”.
      - iv. The generator will be added to the table. Click “Add New Generator” to add another. Repeat as needed to input all generators.
    - c. Click the “Details” button next to the generator if changes need to be made to the information entered or if the generator needs to be removed from the list.
7. The “Planned Evacuations” tab (“Facility Planned Evacuation Locations” screen) is used to maintain the places the provider may transport evacuating residents/patients and staff to during an event. Enter each possible location.
  - a. Click the “Add New AHCA Licensed Evacuation Location” button to add another provider’s facility as a location.
    - i. The “AHCA Facility Planned Evacuation Location-Add” screen opens. Start typing the name of the provider in the “Search...” field.
    - ii. 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.
    - iii. Select the appropriate provider from the list. Answer the question involving a Memorandum of Understanding (MOU). Click “Save”.
    - iv. The location is now added to the list of potential evacuation locations.
    - v. Repeat until all AHCA licensed locations are saved.
  - b. Click the “Add New Other Evacuation Location” button to add any other type of location (i.e. hotel, shelter, etc.) that is not licensed by AHCA.
    - i. The “Other Facility Planned Evacuation Location-Add” screen opens. Fill in the information about this location.
    - ii. Once entered, click “Save”.
    - iii. The location is now added to the list of potential evacuation locations.
    - iv. Repeat until all other locations are saved.
  - c. If changes need to be made to the information entered or if the location needs to be removed from the list:
    - i. Click the “Details” button next to it.
    - ii. Select either “Edit” or “Delete”. If editing, member to save the changes.
8. The “Transportation” tab (“Facility Transportation” screen) is used to maintain the types of transportation the provider will have available to use during an event. All transportation contracts and provider-owned vehicles should be entered.
  - a. Answer the required question, “Does this facility own or lease Ambulance/Aeronmedical transportation?” and click “Save”.
  - b. Enter each transportation contract or planned carrier.

- i. Click "Add New Carrier".
    - ii. Enter all of the carrier's information on the "Transportation-Contracted Carrier-Add" screen.
    - iii. Click "Save" to add the carrier to the list.
    - iv. The carrier is now added to the list of potential evacuation carriers.
    - v. Repeat until all carriers are saved.
  - c. If changes need to be made to the information entered or if the carrier needs to be removed from the list:
    - i. Click the "Details" button next to the carrier.
    - ii. Select either "Edit" or "Delete". If editing, remember to "Save" changes.
  - d. Enter each vehicle the provider has available during an event.
    - i. Click the "Add New Vehicle" button.
    - ii. Enter the information about the vehicle on the "Transportation-Facility Owned-Add" screen. Click "Save".
    - iii. The vehicle is added to the list.
    - iv. Repeat until all vehicles are saved.
  - e. If changes need to be made to the information entered or if the vehicle needs to be removed from the list:
    - i. Click the "Details" button next to the vehicle.
    - ii. Select either "Edit" or "Delete". If editing, remember to "Save" changes.
9. All general information has been entered and saved. Please review and update periodically.