



# HEALTH FACILITY REPORTING SYSTEM

## How to Log All Communications in the Health Facility Reporting System (HFRS)

### Audience: Partners and AHCA Staff

1. Navigate to and log in at the website: <https://apps.ahca.myflorida.com/hfrs>
2. Click the “Event Comm Log” tab or select the “Facility Event Comm Log” tab while in a provider’s record.

The image shows two screenshots of the AHCA web application. The top screenshot is the 'Emergency Status System' dashboard, which includes navigation tabs for 'My Dashboard', 'Find a Facility', 'Partner User Management', and 'Event Comm Log'. A red arrow points to the 'Event Comm Log' tab. The bottom screenshot is the 'Health Facility Reporting System' interface for a specific facility, 'APALACHEE CENTER'. It features a navigation bar with tabs for 'My Dashboard', 'Find a Facility', 'Event Mgmt', 'Partner Mgmt', and 'Event Comm Log'. Below this, there are several status tabs: 'Census and Availability', 'Evacuation Status', 'Accepting Resident/Patient Evacuees', 'System and Services Status', and 'Generators/Back Up Power Status'. A red arrow points to the 'Facility Event Comm Log' tab, which is highlighted in red.

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.

The image shows the 'Event Communication Log' form. It has a search field with the label 'Search and Select an AHCA Licensed Facility' and a 'Clear' button. Below the search field is an '(OR)' separator and a field labeled 'Enter Other Facility Name'. A red arrow points to the search field.

- 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.

- ii. Select the appropriate provider from the list.

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

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

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

- 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).

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

A screenshot of a web form showing a dropdown menu for the field "Communication Requestor". The dropdown is open, displaying a list of options: "Select", "Select", "AHCA", "ESF-8 Request For Follow Up", "Gov Office/Legislature" (highlighted in blue), "Healthcare Association", and "N/A". A red arrow points from the "Communication Requestor" label to the dropdown menu.

8. Select the form of communication from the “Communication Type” dropdown.

A screenshot of a web form showing a dropdown menu for the field "Communication Type". The dropdown is open, displaying a list of options: "Select", "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.

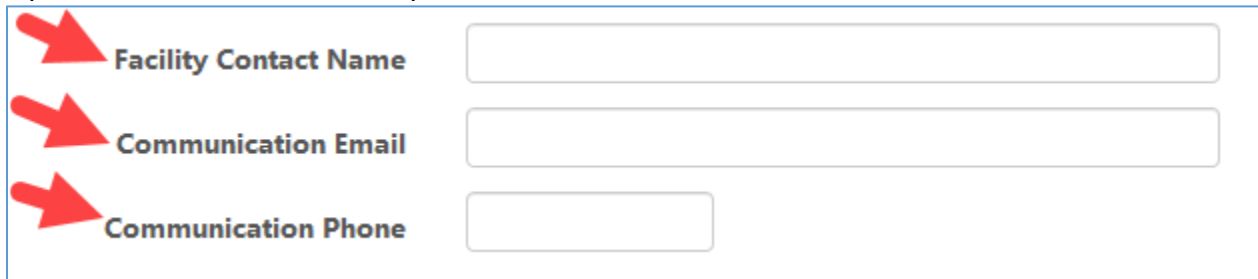
9. Select if communication actually took place (i.e. spoke with a real person, etc.) or not (i.e. no answer, left voicemail, etc.).

A screenshot of a web form showing a dropdown menu for the field "Communication Made". The dropdown is open, displaying a list of options: "Select", "Select" (highlighted in blue), "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 the field "Event Data Updated?". The dropdown is open, displaying a list of options: "Select", "Select" (highlighted in blue), "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.

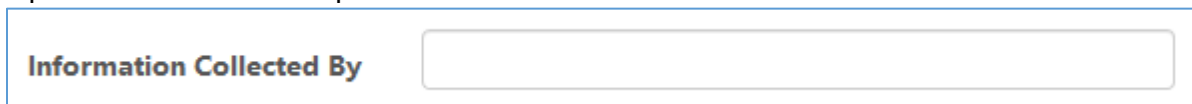


Facility Contact Name

Communication Email

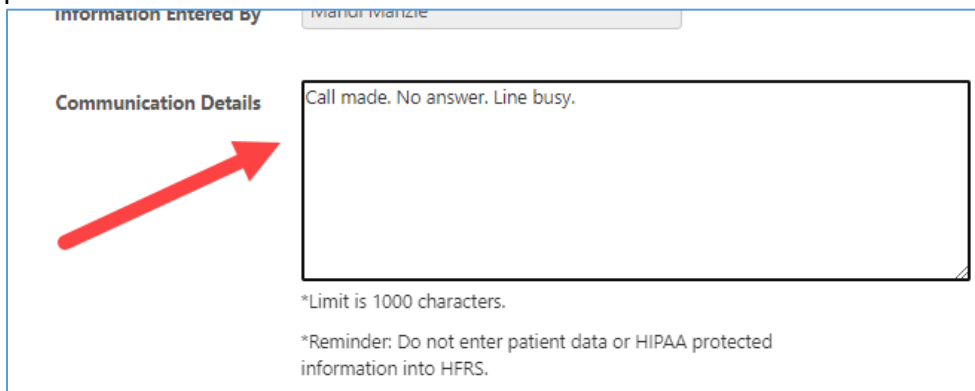
Communication Phone

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



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.



Information Entered by

Communication Details

\*Limit is 1000 characters.  
\*Reminder: Do not enter patient data or HIPAA protected information into HFRS.

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



Save