



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.
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.
 - 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.
8. Select the form of communication from the “Communication Type” dropdown.
9. Select if communication actually took place (i.e. spoke with a real person, etc.) or not (i.e. no answer, left voicemail, etc.).
10. Select whether updates to the event information were made.
11. Input the information about the person contacted.
12. Input the full name of the person who made the communication.
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.
14. Verify all information entered into the log is correct; once saved, it cannot be changed. Click “Save”.