

EMResource Frequently Asked Questions

EMResource Public Health & Safety Communication System

<https://emresource.emsystem.com/login.jsp>

1. **Question: My facility already has a Comprehensive Emergency Management Plan approved by my county Office of Emergency Management – they know how to contact me. Do I still have to enroll in EMResource?**

Answer: Yes. Florida Statutes (408.821) requires nursing homes AND assisted living facilities to enroll in the online system. This requirement became effective 7/1/09. There are no exceptions.

2. **Question: What happens if my facility is not enrolled in EMResource?**

Answer: Failure to comply will result in administrative sanctions that may include fines and revocation of your facility's license.

3. **Question: Isn't the nursing home administrator the "Safety Liaison?"**

Answer: Florida Statutes (Section 408.821) requires that each facility designate a Safety Liaison to be the primary contact for emergency operations. It doesn't have to be the administrator, but someone must be identified to serve in this role. When you update your EMResource record, list the Safety Liaison's name under the Emergency Contact section.

4. **Question: I don't have the password and/or the user code to log on. Who do I call?**

Answer: Nursing homes: call (850) 412-4303 (the AHCA LTC Unit)
 ALFs: call (850) 412-4304 (the AHCA ALF Unit)

5. **Question: I am a new administrator. What do I have to do to update EMResource?**

Answer: If you are a new administrator, you need to establish a user account in EMResource associated with your facility.

6. **Question: How many staff can have an EMResource user for my facility?**

Answer: Each facility is encouraged to have at least a primary and secondary user, however there is no limit to the number of users per facility. If you can't locate your user code and password, please call AHCA for further assistance (SNFs 850-412-4303 or ALFs 850-412-4304).

7. **Question: My corporate office wants to enter information for our facility – is that OK?**

Answer: A person affiliated with the provider facility, such as a corporate representative, may enroll as an EMResource User. Once approved, the corporate representative may enter information for them in the EMResource database system.

More Questions?

Call the Agency for Health Care Administration:

Nursing HomesCall 850-412-4303

Assisted Living FacilitiesCall 850-412-4304

Website: <https://emresource.emsystem.com/login.jsp>



AGENCY FOR
HEALTH CARE
ADMINISTRATION

RICK SCOTT
GOVERNOR

ELIZABETH DUDEK
SECRETARY

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(Emailed 3-30-15 to providers)

Agency for Health Care Administration
Update Contact Information Notice
PLEASE DO NOT RESPOND TO THIS EMAIL

The Agency for Health Care Administration (AHCA) asked on March 13, 2015, that you log in to EMResource and update your facility Contact Information by March 27, 2015. Please note the deadline for updating this information has been extended until **April 3, 2015**, and the "Contacts" subsection in question has been renamed to "AHCA Emergency Contacts". Below are instructions for making this update. If you have already updated the information, nothing additional is needed for this request.

Updating AHCA Emergency Contact Information Instructions:

- 1) Log in to the EMResource Website at <https://emresource.emsystem.com/login.jsp>. You should see a list of the facilities that you have access to.
- 2) Click once on the name of a displayed facility to access that facility's homepage.
- 3) Scroll down the page to find the "AHCA Emergency Contacts" section, under the heading "Sub-Resources".

Evacuation Status: --

Evacuation Return: --

Sub-Resources

AHCA Emergency Contacts

Contact:	Contact:	Contact:	Contact:	Contact:	Contact:	Contact:	Contact:	Contact:	Contact:	Contact:	Contact:	Contact:
Status	Title	First Name	Middle Name	Last Name	Office Phone Number	Cell Phone Number	E-Mail 1	E-Mail 2	Fax Number	Pager Number	Cell Phone	Alt. Phone
Contact 1	--	--	--	--	--	--	--	--	--	--	--	--
Contact 2	--	--	--	--	--	--	--	--	--	--	--	--

Generator

Generator:	Generator:	Generator:	Generator:	Generator:	Generator:	Generator:	Generator:	Generator:	Generator:	Generator:	Generator:	Generator:
Status	Size	Location	Voltage	Phase	Powers	Protection	Quick Connect	Vendor Name	Vendor Phone #	Failure Plan		
Generator 1	--	--	--	--	--	--	--	--	--	--	--	--
Generator 2	--	--	--	--	--	--	--	--	--	--	--	--

Transportation

Transportation:	Transportation:	Transportation:	Transportation:	Transportation:	Transportation:	Transportation:
Verified	Carrier Name	Type	Phone Number	Second Phone Number	Fax Nu	
Trans 1	--	--	--	--	--	--
Trans 2	--	--	--	--	--	--
Trans 3	--	--	--	--	--	--

Create New Sub-Resource

Contacts ☐ show only online users

Name ^	Organization ^
Mitchell Turner	Clare Bridge of Gainesville, Sterling House of Gainesville

- 4) Click on the "Keys" icon to the left of the first contact. This will open to the Update Status screen for that contact.
- 5) Click "Select All" (at the top left of the screen), and enter or update the information for each status.
- 6) After updating all of the information, scroll to the bottom of the page and click the "Save" button. Your updated information will now be displayed.
- 7) Repeat steps 4-6 for the remaining contacts.
- 8) You must have information for *at least* two Contacts displayed.

If you need assistance with updating information in EMResource please contact the appropriate Licensing Unit below:

Assisted Living Facilities (850) 412-4304

Adult Family Care Homes and Assisted Living Facilities

Long Term Care Unit (850) 412-4303

Nursing Homes, Intermediate Care Facilities, Homes for Special Services, Prescribed Pediatric Extended Care Facilities and Transitional Living Facilities

Hospital Unit (850) 412-4549

Hospitals, Crisis Stabilization Units, Residential Treatment Facilities, Residential Treatment Centers, Short-term Residential Treatment Facility

Home Care Unit (850) 412-4403

Hospice

Laboratory Licensure Unit (850) 412-4500

End Stage Renal Disease (ESRD)

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The Agency for Health Care Administration is committed to its mission of providing "Better Health Care for All Floridians." The Agency administers Florida's Medicaid program, licenses and regulates more than 45,000 health care facilities and 34 health maintenance organizations, and publishes health care data and statistics at www.FloridaHealthFinder.gov. Additional information about Agency initiatives is available via [Facebook](#) (AHCAFlorida), [Twitter \(@AHCA_FL\)](#) and [YouTube \(/AHCAFlorida\)](#).

Agency for Health Care Administration | 2727 Mahan Drive, Tallahassee, FL 32308 | <http://ahca.myflorida.com>

