Understanding Break Glass protection

NOTE: Images in this document are a visual representation only. Your system view may appear slightly different.

**In CareSync Exchange the Break-glass function enables authorised health service staff to access sensitive patients and data.**

- Step 1 No access to protected patients records
- Step 2 Authorised to access protected patients records
- Step 3 Authorised User – Break Glass

Step 1 | No access to 'Protected Patient' records - widget

1 The patient's identity and the Notification bell on the CareSync Exchange widget will not display if a patient has been classified as a **Protected Patient**.

Clinicians <u>without access</u> to protected patient records will receive a **Patient Access Denied** message when the notification bell is clicked.
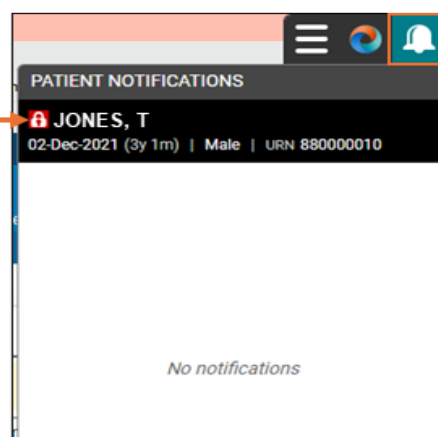

2 The CareSync Exchange icon on the widget will remain greyed out with a 'tool tip'.

"**The patient cannot be accessed due to organisation policy.**"
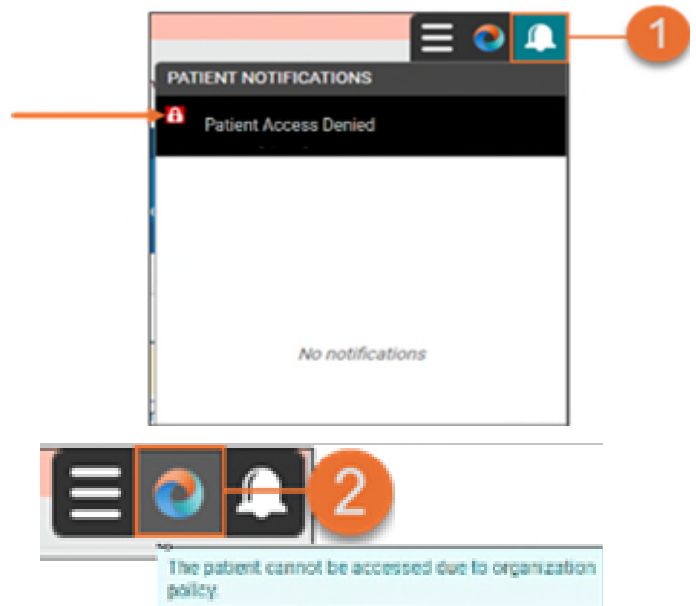
CareSync Exchange

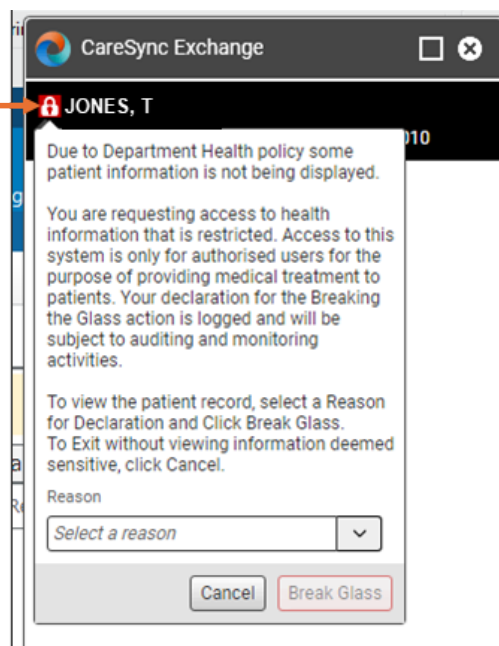## Step 2 | Authorised access to 'Protected Patient' records

1 The Notification bell on the CareSync Exchange widget will not display any alerts where a confidentiality restriction to a patient's identity is in place.

The padlock next to the name will display if you click the notification bell.

PATIENT NOTIFICATIONS

🔒 **JONES, T**
02-Dec-2021 (3y 1m) | Male | URN 880000010

No notifications

2 Click the CareSync Exchange icon
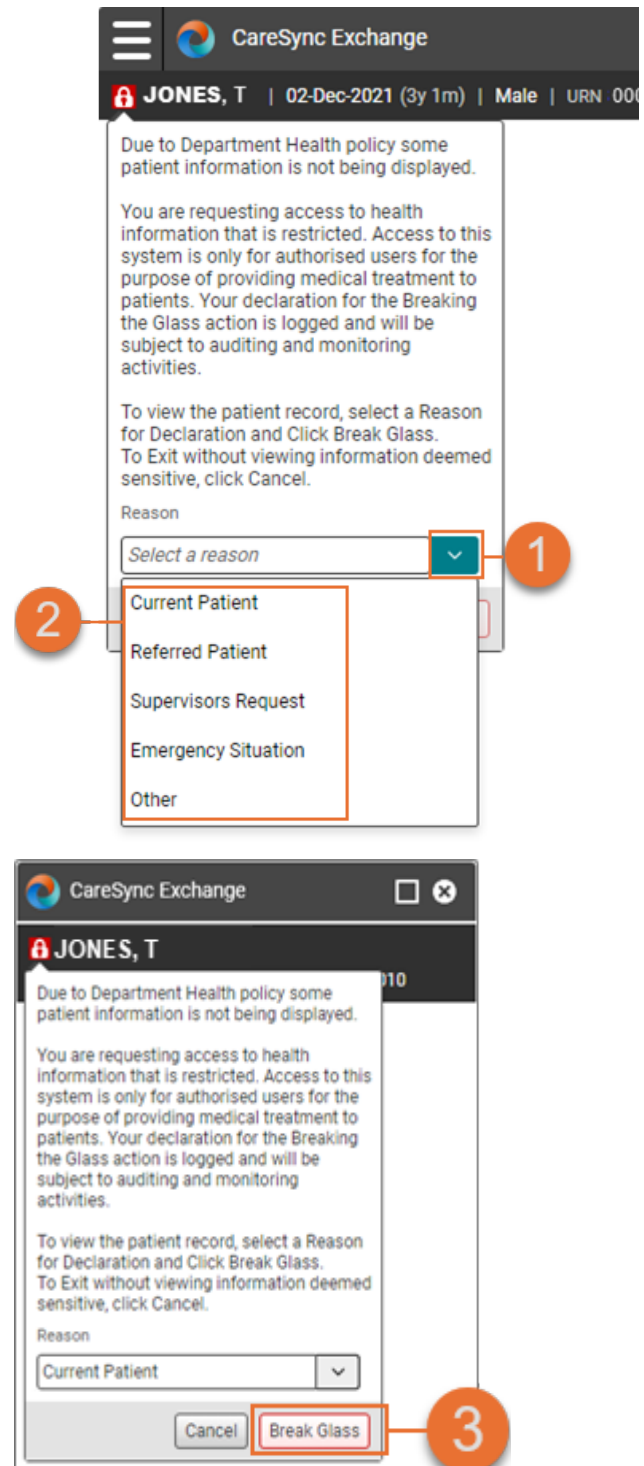
The padlock next to the name will display and the break glass notification will also display if authorised to break glass.

CareSync Exchange

🔒 **JONES, T**

Due to Department Health policy some patient information is not being displayed.

You are requesting access to health information that is restricted. Access to this system is only for authorised users for the purpose of providing medical treatment to patients. Your declaration for the Breaking the Glass action is logged and will be subject to auditing and monitoring activities.

To view the patient record, select a Reason for Declaration and Click Break Glass. To Exit without viewing information deemed sensitive, click Cancel.

Reason

Select a reason ▾

Cancel   Break Glass

Note: Break glass activity will be regularly monitored by your local Senior Responsible Officer (SRO) ensuring appropriate access to protected patient records is auditable.

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Step 3 | Authorised User – Break Glass

① Read the Break Glass message, and if proceeding, click the drop-down arrow to **select your reason** for accessing the record.

② Choose the most appropriate reason from the list. If selecting **Other**, you will need to provide additional commentary for the reason.

③ Once reason is selected, the **Break Glass** button becomes available. Select and access the CareSync Exchange patient record.

Note: Break glass will need to be performed each time the CareSync Exchange record is accessed by the authorised user.

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