


Understanding Break Glass protection

The Break Glass function in CareSync Exchange enables authorised users to access a patient record that requires additional protections.

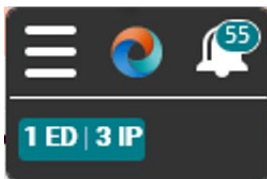
- Patient records that require additional protections are placed behind 'break glass'.
- Access restrictions are applied in accordance with organisational policy.
- All Break Glass activity is tracked, monitored and audited.

 A Break Glass action is required each time a patient record with sensitive information is opened, even if you are accessing the same patient again.

Definitions of Break Glass Actions are available within this guide.

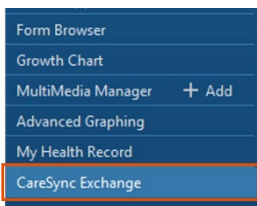
Instructions for performing the Break Glass action vary depending on how CareSync Exchange is accessed within your Electronic Medical Record (EMR).

Please select the option below that applies to your clinical environment:



Widget access

CareSync Exchange is available within the EMR via an on-screen widget.




Menu-Launched access

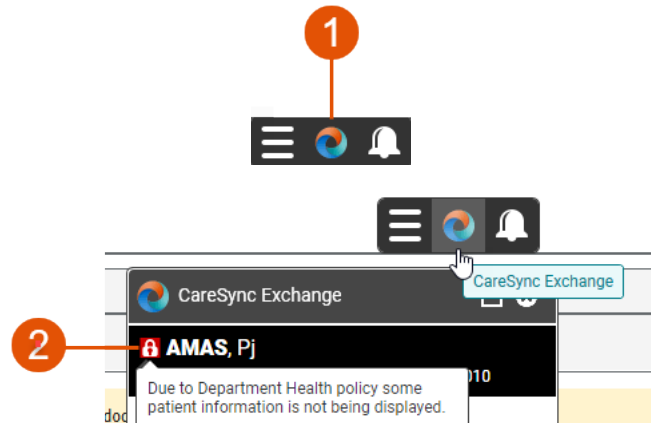
CareSync Exchange is accessed through the EMR menu. Select CareSync Exchange from the Table of Contents (next to My Health Record).

Widget access

Identifying when Break Glass is required

1. Click the CareSync Exchange icon on the widget.

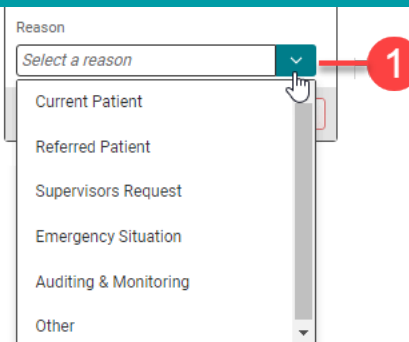
2. A padlock indicator  is displayed.



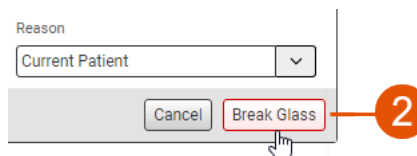
Performing the Break Glass action


1. Select the drop-down arrow and choose a reason for Break Glass action.

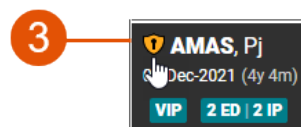
Where 'Other' is selected, further reason commentary will be required.




2. Select the Break Glass button to view patient record.



3. Following a successful break glass action, the confidentiality shield  and applicable patient indicators will be displayed.

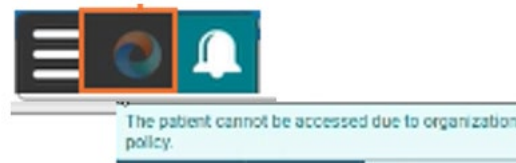
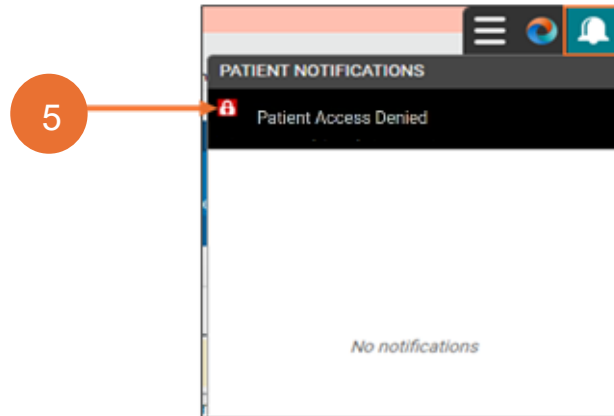


4. Click or tap here to enter text.

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

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

"The patient cannot be accessed due to organization policy."

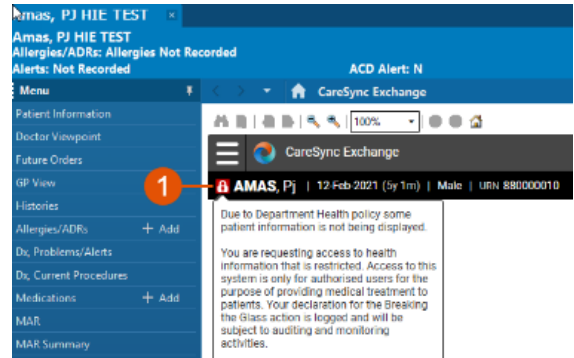


 See last page for [Break Glass Reason Definitions](#).

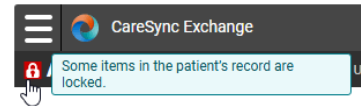
Menu-Launched access

Identifying when Break Glass is required

1. A padlock indicator  is displayed.



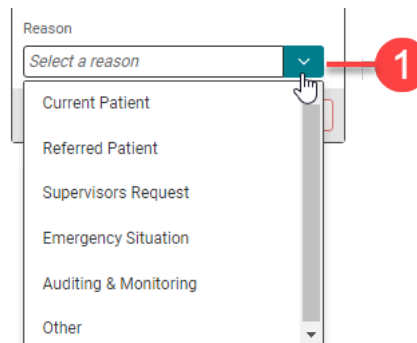
2. Hover over the padlock indicator to see a pop-up message.



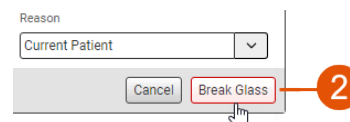
Performing the Break Glass action


1. Select the drop-down arrow and choose a reason for Break Glass action.

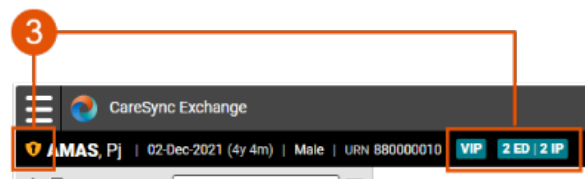
Where 'Other' is selected, further reason commentary will be required.




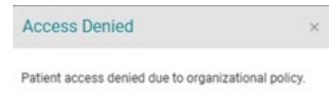
2. Select the **Break Glass** button to view patient record.




3. Following a successful break glass action, the confidentiality shield  and applicable patient indicators will be displayed.



4.  Clinicians without access to protected patient records will receive a **Patient Access Denied** message



-  See next page for [Break Glass Reason Definitions](#).

Break Glass Action Definitions

Action	Definition
Current Patient	Select when you are directly involved in the patient's current episode of care and access is required to support clinical assessment, treatment, or decision-making.
Referred Patient	Select when the patient has been formally referred to you or your service, and access is required to review information in preparation for providing care.
Supervisor's Request	Select when accessing at the request of a supervisor for legitimate clinical oversight, advice, or review related to patient care. Note: Accountability for appropriate access remains with the user.
Emergency Situation	Select when immediate access is required to prevent serious harm or risk to life, and access cannot be delayed.
Auditing & Monitoring	Select when access is required for authorised auditing, monitoring, or compliance activities, in accordance with approved governance roles and processes.
Other	Select only when none of the above reasons apply and provide justification as to why access was required.