

Understanding Break Glass protection

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

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Step 1 | Identifying protected patients from the widget

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

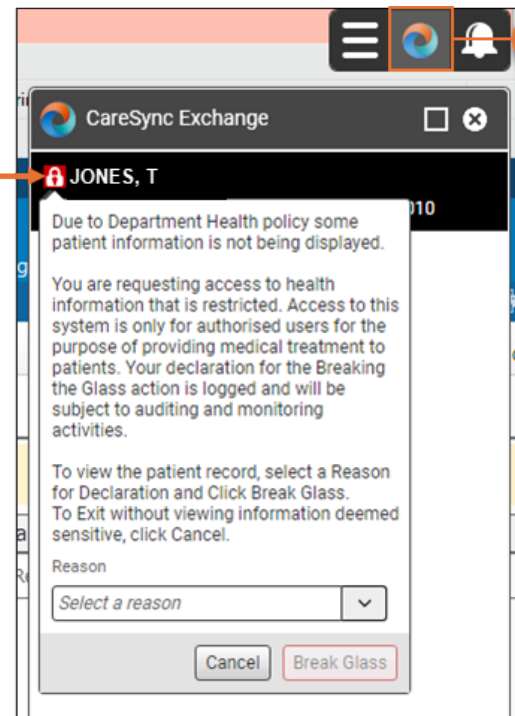
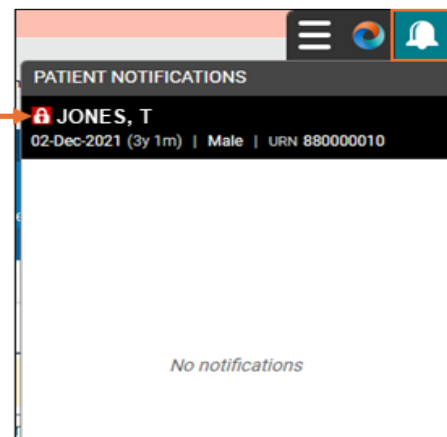
The padlock next to the name will display if you click the notification bell.

- 2 Click the CareSync Exchange button on the widget.

The padlock next to the name will display and the break glass notification will also display if authorised to break glass.

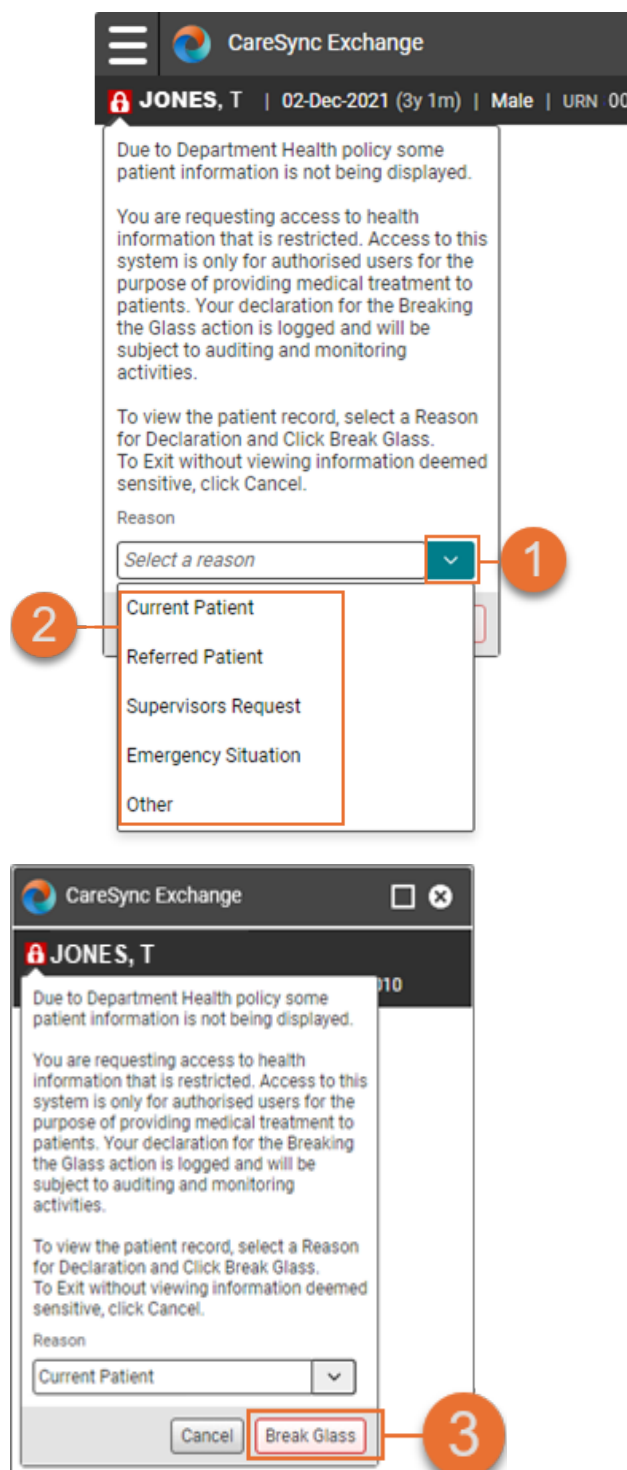
Users without permission to break glass will see the padlock icon. When clicking on it receive the following message.

“Due to organizational policy some patient information is not displayed”.



Step 2 | Authorised User – Break Glass

- 1 Read the Break glass message, and if proceeding, click the drop-down arrow.
- 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.



The top screenshot shows the CareSync Exchange interface for patient JONES, T. A message explains that due to Department Health policy, some patient information is not being displayed. It states that access to health information is restricted and that the user is requesting access for medical treatment. It also mentions that the 'Breaking the Glass' action is logged and will be subject to auditing. Below the message is a 'Reason' dropdown menu. A red box highlights the dropdown arrow, labeled with a red circle '1'. A red box highlights the dropdown list, labeled with a red circle '2'. The dropdown list contains the following options: Current Patient, Referred Patient, Supervisors Request, Emergency Situation, and Other.

The bottom screenshot shows the same interface, but the 'Break Glass' button is now visible and highlighted with a red box, labeled with a red circle '3'. The 'Reason' dropdown menu is still open, showing 'Current Patient' as the selected option.

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