Break the Glass Training Guide

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v2.2

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Break the Glass Training Guide

Overview

This guide provides a quick overview of how to use Break the Glass through HEALTHeLINK Fusion.

Help/Support

For HEALTHeLINK™ Support

24/7 Help Desk Support	877.895.4724
Local Help Desk Support	716.842.6343

Additional training materials are available at
https://wnyhealthelink.com/for-providers/training-materials/

Break the Glass Overview

1. NYS policies governing the operation of regional health information exchanges, or RHIO, (HEALTHeLINK is the WNY RHIO) require patient Affirmative Consent before a provider can access the patient's data. Affirmative consent is provided on a paper form or, in some cases, an electronic form. The intent is to provide patients with the ability to control who have access to their medical information via the RHIO.

2. There are few, very specific situations where patient consent is not required for an authorized user to access the patient's information via the RHIO. One of these exceptions is when a patient is being treated in an emergency and is unable to provide Affirmative Consent and yet access to their medical information may be critical for the effective treatment of the patient. The Break-the-Glass (BTG) function allows the treating provider to override the patient's consent control and access the patient's records without their consent. This ability has proven very useful in the successful treatment of patients in emergency situations.

3. There are a number of key controls specific to the use of the BTG function. These are meant to assure patients that this function is only used in true emergency situations.
   a. BTG for any user is provided upon approval of the participant facility and only implemented after users have been trained in its use. Generally, these users work in Hospital Emergency rooms.
   b. Every time a user requests access to patient's data via BTG, they must attest, via click thru language, to all the following:
      i. In the practitioner's judgment an emergency condition exists, and the patient is in immediate need of medical attention and an attempt to secure consent would result in delay of treatment which would increase the risk to the patient's life or health (Public Health Law Section 2504(4)); **and**
      ii. The practitioner determines, in his/her reasonable judgment, that information that may be accessible via HEALTHeLINK may be material to emergency treatment; **and**

   iii. No denial of consent to access the patient's information is currently in effect with respect to the Participant with which the practitioner is affiliated.

 c. With each use of the BTG function, the name of the authorizing provider must be recorded and made available for the audit trail.

 d. All BTG events are audited via the Participant's Privacy Officer who will confirm with the practitioner that the use of BTG was compliant with HEALTHeLINK and facility policies.

 e. With each use of BTG, the patient must receive a notice that their medical records were accessed without their consent. The patient may request an audit of the access.

 f. In addition to the above, there may be facility specific policies and procedures associated with the use of the BTG function. **Please consult your Compliance Department for facility specific policies and procedures.**

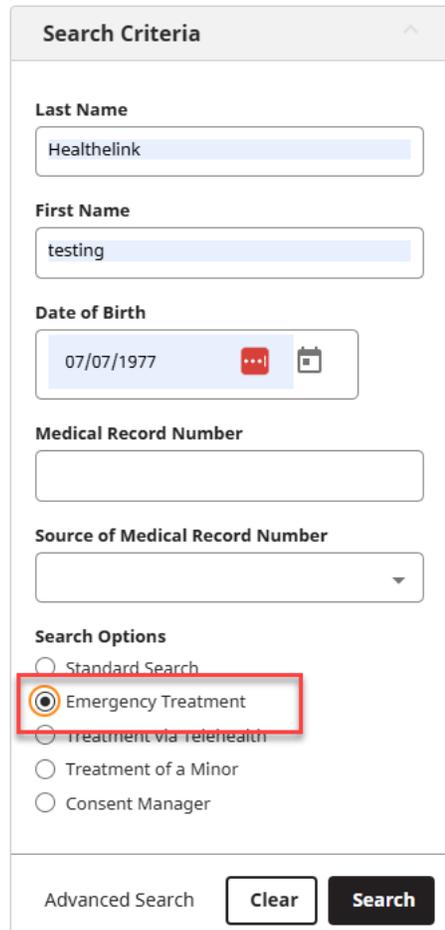## HEALTHeLINK Fusion Break the Glass Access

All users must be previously set up with Break the Glass access to utilize the features discussed in this training guide. Users will know they are set up with Break the Glass based on the user's Community Clinical role listed in the user's HealthShare Application Connections as shown below.
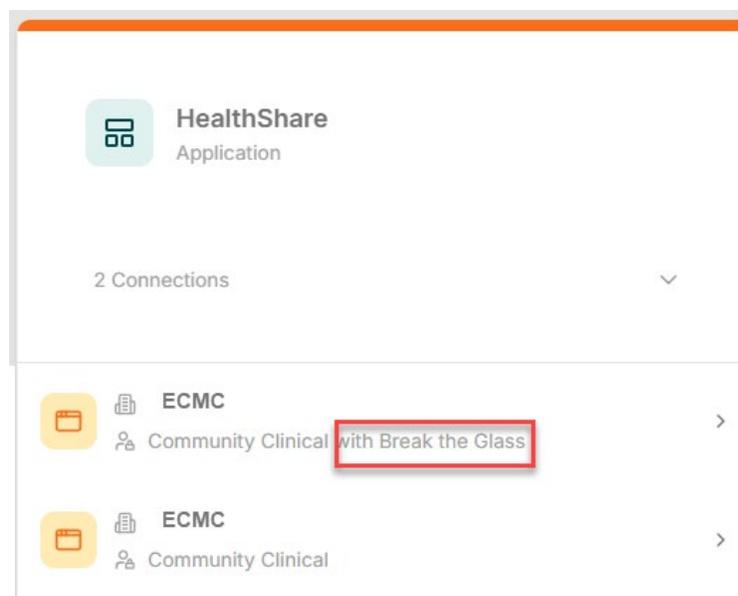
Using the Break the Glass Role

When a user must access a non-consented patient due to a patient being treated in an emergency and the patient is unable to provide Affirmative Consent and yet access to their medical information may be critical for the effective treatment of the patient the HEALTHeLINK Fusion User will log into their HEALTHeLINK Fusion Community Clinical with Break the Glass role.

1. Users will search their patient by Last Name, First Name, and Date of Birth or Medical Record Number and Medical Record Number Source and then choose "Emergency Treatment" as their search option as shown in the screenshot below.


2. Once they have searched and selected their patient they will be presented with the following attestation for patients with an "**Unknown**" or "**No, except in an emergency**" consent status, and must select either of the two options from the drop-down menu and select Acknowledge.
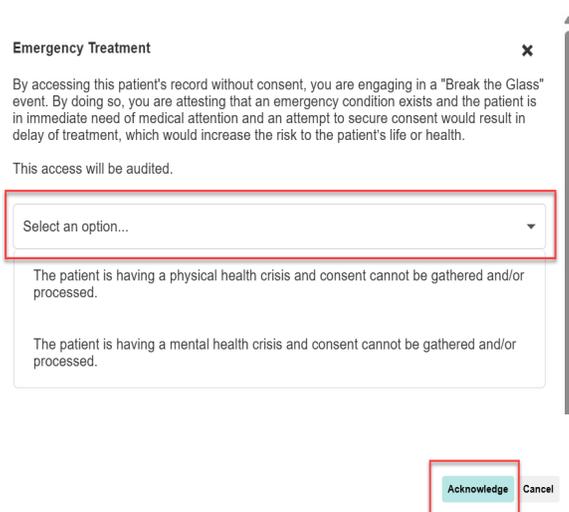
3. When a user who has been granted BTG rights attempts to access the patient page for a patient with "**No, Even in Emergency**" they will be presented with the following message:
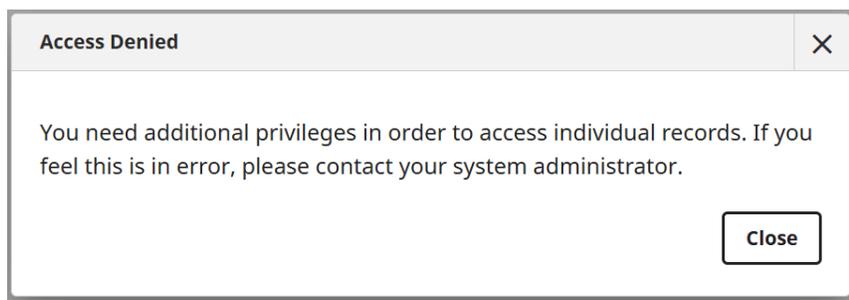
==**Under no circumstances will a user be able to access records of a patient with a "No, even in an emergency" consent status**==

4. The right to "Break the Glass" terminates with the completion of the emergency treatment. If the practitioner seeks to access the patient's health information after the emergency has ended, he/she must comply with normal patient consent requirements.

5. If you are a staff member using Break the Glass access, you must record the name of the provider who "ordered" the access and this order should be reflected in the patient chart.

6. If you use BTG to access the records of a patient, you will be asked to outline your reason for doing so, by the Privacy officer of your organization, whose responsibility is to ensure all BTG access is compliant with HEALTHeLINK and facility policies.