SVMS Tip Sheet #09: Accessing Secured Data (BREAKING THE GLASS)

The first thing to do is to contact your site's Authorized Point of Contact to have them submit a User Form adding access to secured data. Without security override, you cannot break the glass.

1. Login to CareAlign portal
   https://login.sacvalleymedshare.org

2. Search for the patient.

3. Click [View Selected Charts]

4. Click on the lock on the [Secured Data 🔒] button
   a. If you do not see the Secured Data Button, click on Clinical History to force it.

5. You will be presented with the Security Override screen.

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6. Click on the drop-down for

> Choose override reason ⌄

7. Choose one of the reasons or you can choose OTHER and type in your own reason.

Choose override reason ⌄		Other ⌄	Writing Documentation on how to break the glass
Choose override reason		Cancel Override Security	
Permissions are wrong			
Emergency need			
Suspicion of Abuse			
Other			

8. Click on Override Security

9. This will take you back to the Patient Chart. You will notice that everything except the chart is greyed out and the Secured Data notice is unlocked.

10. You can now move around the chart and get the information you are needing.
11. When you are finished with the chart, you will need to click on the unlocked button to relock the chart.

Secured Data 🔒

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