



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.

Patient Demographics

Last

First

SSN

DOB / /

Sex ▼

Extended Search

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.

Patient Chart

M000625466 T

Aliases

Clinical Results Hi

Clinical History Lab

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

PL: Extended Search PC: Security Override MG: ADM:

Security Override

⚠ You are trying to access secured data. This action will be reported and can be audited.

Choose override reason ▼



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 ▼

Choose override reason

Permissions are wrong

Emergency need

Suspicion of Abuse

Other

Other ▼ Writing Documentation on how to break the glass

Cancel Override Security

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.

The screenshot shows the SACVALLEY MEDSHARE Patient Chart interface. The patient information is TEST, HIESART (01/01/1900 - 120 Years Old F). A red 'Secured Data' notice with a lock icon is visible, along with 'READ ONLY' and 'HIE Sharing Refused' labels. The 'Aliases' section shows 4 aliases. The interface is partially greyed out, and a blue arrow points to the 'Secured Data' notice.

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.

