



## 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.

A screenshot of the 'Patient Demographics' search form. It includes fields for Last name (test), First name (hiesart), SSN, DOB (01/1900), Sex (Female), and an Extended Search checkbox which is checked.

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.

A screenshot of the 'Patient Chart' search results. It shows a patient ID M000625466 with a lock icon. Below the ID are buttons for 'Aliases', 'Clinical Results', and 'Clinical History'. The 'Clinical History' button is circled in blue.

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

A screenshot of the 'Security Override' screen. It displays a warning message: 'You are trying to access secured data. This action will be reported and can be audited.' Below the message is a dropdown menu labeled 'Choose override reason' and two buttons: 'Cancel' and 'Override Security'.



6. Click on the drop-down for

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 ▼

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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.

PL: Extended Search PC: TEST, HIESART MG: ADM:

Patient Chart

M000625466 TEST, HIESART (01/01/1900 - 120 Years Old F)

Aliases 4 4 **Secured Data** **READ ONLY** **HIE Sharing Refused**

Clinical Results History Summaries Search

Clinical History Labs Fast Labs Deleted

Messages 0/10

Menu Search

Patient Identifiers

MRN

Patient Demographics

Last test

First hiesart

SSN

DOB / 01 / 1900 01

Sex Female ▼

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.

