



# Kentucky Health Information Exchange (KHIE)

## **'Break the Glass' Access Restriction in ePartnerViewer**

Training Guide for Participants

March 2021

## Document Control Information

### Document Information

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## 1 Introduction

### Overview

This training guide will cover the key points of the 'Break the Glass' Access Restriction functionality in the ePartnerViewer.

**Access Restriction:** 'Break the Glass' functionality in the ePartnerViewer. This functionality does not prevent a user from seeing a patient's record. To see the record, however, the user is required to provide a reason for access.

**Associated Role:** *Access Admin*

**Access Admin:** A user who has been authorized by a KHIE Participant Organization to review records of its clinical users who use the 'break the glass' functionality to view a patient's health record in the ePartnerViewer.

A user with the *Access Admin* role will only see the tab 'Break the Glass' Access Report.

The *Access Admin* can also have a Clinical Role and could, therefore, see other tabs in the ePartnerViewer and could see patient health information.

**Associated Reports:** Break the Glass Access Transactional Report

**Purpose:** Enables Participants to know when their provisioned users access patients who are not included on their patient panel.  
Notifies Participants when the 'Break the Glass' functionality has been used.  
Enables the *Access Admin* to view a 'Break the Glass' report in the ePartnerViewer.

**Provisioning:** The Participant's *KHIE ePartnerViewer Admin* is responsible for provisioning the *Access Admin* role.

All examples and screenshots used in this guide are simulated with mock data; no Protected Health Information (PHI) is present.

## 2. Prerequisite for Setting up 'break the glass' functionality for your organization

The Participant is required to provide a patient panel via SFTP upload that includes the Participant's entire list of patients. Your KHIE Outreach Coordinator will explain the process and arrange the necessary training to upload a patient panel.

Behind the scenes, KHIE will associate the patients on your panel with your organization.

- There is no limit on the number of patients included.
- An organization of any size can use this feature to monitor user access.

### 3. How Does it Work?

When an authorized user from your organization searches for a patient who is not included on your patient panel list, the user will receive a pop-up notification that requires the user to provide a reason for viewing this patient's record.

- The User can cancel and not review the record **OR**;
- The User can enter a reason for access and be able to review the patient record.

**Please Note:** The pop-up notification will occur just once per patient during a 'logged in' session.

When a User enters a reason for accessing the patient record and 'continues on' to review the patient record, this is the 'break the glass' functionality. The User can review the patient record.

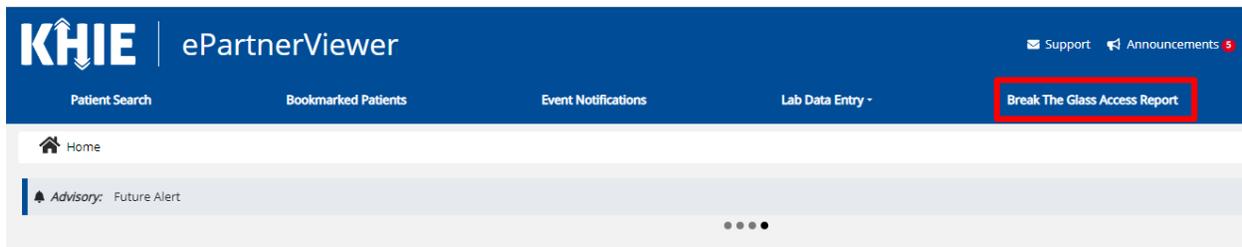
The 'break the glass' functionality:

- will log when a User accesses a patient who is not on your organization's patient panel
- will create a report that the *Access Admin* will be able to retrieve and review.

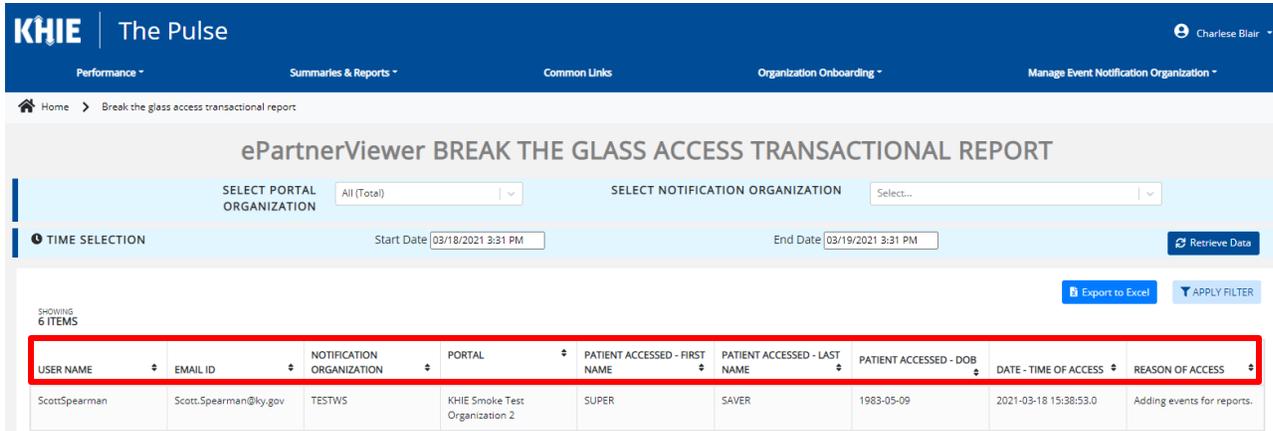
### 4. Who Can Retrieve and Review a Report?

'Break the Glass' Reports are intended to inform a Participant's leadership that one or more of its authorized users have used the 'break the glass' functionality to view a patient's record.

To access the report, your organization must authorize a user(s) who will be provisioned with the role of *Access Admin*. The *Access Admin(s)* will receive an email notification one time daily, when a 'break the glass' event has occurred on a given day. The *Access Admin* must log in to the ePartnerViewer to review the report.



**Break the Glass Access Transactional Report**—shows all details of user access over a specified period: *user name, user email address, organization name, patient accessed, DOB, date and time of access, and reason for access.*



USER NAME	EMAIL ID	NOTIFICATION ORGANIZATION	PORTAL	PATIENT ACCESSED - FIRST NAME	PATIENT ACCESSED - LAST NAME	PATIENT ACCESSED - DOB	DATE - TIME OF ACCESS	REASON OF ACCESS
ScottSpearman	Scott.Spearman@ky.gov	TESTWS	KHIE Smoke Test Organization 2	SUPER	SAVER	1983-05-09	2021-03-18 15:38:53.0	Adding events for reports.

Please Note: The information above shows the elements contained in the report.