



Break Glass: Tip Sheet

- **Break Glass** is the process used to access a client when your team does not have an open referral for that client. Break Glass is meant for **short term access** only. When access is required beyond quick 'need-to-know' information gathering, or you know you are going to be providing service to the client, then a **referral** should be created for the client.

	<p>Break Glass is not appropriate when:</p> <ul style="list-style-type: none"> • Service is being provided to a client <p>In this situation, log a referral.</p>
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- Break Glass short-term access is maintained during the time you remain in the client's chart. When you successfully Break Glass and access a restricted client you are allowed access to that client's chart until you navigate to a different client. When you need to access the restricted client again, you must Break Glass again.
- Logging out of PARIS terminates the Break Glass session. To see the restricted client's chart again you must Break Glass again.
- When you Break Glass, each event is recorded and can be viewed with the **Break Glass Viewer**. The viewer displays: who broke glass, when, and why the client was accessed. This information is audited.

	<p>The Access for Information Only (AFIO) referral reason is no longer available</p> <ul style="list-style-type: none"> • Break Glass provides strong control and auditing with clearly defined access reasons for viewing restricted clients • Break Glass is standardized functionality so we can ensure all PARIS users are properly accessing clients with whom they have no open referral <p>Break Glass DOES NOT appear when:</p> <ul style="list-style-type: none"> • You are in the Referral application and use Person Search. This creates a circular loop that you cannot easily exit because the AFIO referral reason is no longer available. • You have an open Referral for the required client. • You have Unrestricted Access in PARIS.
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Break Glass

To break glass for a restricted client:

1. Search for the client using the Central Index Person Search.
The **Person Search** form displays.

	<p>Avoid using Person search in the Referral application unless you know you need to create a referral.</p> <ul style="list-style-type: none"> • Break Glass does not occur when you are in the Referral application. This creates a circular loop that you cannot easily exit because the AFIO referral reason is no longer available. You need to complete the referral and discharge it before proceeding to Break Glass.
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2. Enter the PARIS ID or next best search criteria and click **Search**.
Your search results display.
3. **Select** the client record to view.
The **Break Glass** window displays when you and your team do not have an open referral to the client.
4. Select the **Reason** magnifying glass icon to the right of the Reason field.
The Break Glass reasons pick list displays.
5. Select your reason for breaking glass from the pick list.

	<p>Break Glass Reasons Defined</p> <ul style="list-style-type: none"> • <u>Clinical Access</u> Client information for any clinical purpose such as: to identify if a client is at risk for abuse/neglect, if they are appropriate for service, or to retrieve past clinical information • <u>Non-Clinical Access</u> Client information for non-clinical purposes such as: quality improvement, research, data collection and/or health record management • <u>System Support</u> Client information for the purpose of supporting users with technical help such as: a user calls their Clinical System Support Educator and he/she requires access to the client's record in order to assist or troubleshoot
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The pick list closes. The Reason field is populated in the Break Glass window.



6. In the **Details** field, document:
 - a) The information you are seeking from the client record
 - b) Who is needing the information
 - c) Why the information is required
7. Select **Accept Changes** once you have input clear and complete details.
The Client record now displays for you to retrieve the required information.

[Click here to see what the Break Glass process looks like](#)

Break Glass Audit Trail - Accessing the Break Glass Viewer


- The Break Glass Viewer allows anyone to see who has accessed a client via Break Glass. The viewer displays:
 - who accessed the client
 - when access occurred
 - the reason access occurred
 - the details as to why access occurred

To view the Break Glass Viewer:

1. Select the **Client Info** tile.
The Break Glass Viewer tile displays.
2. Select the **Break Glass Viewer** tile.
The Person Search form displays.

When you have the client open, your team has an open referral for the client or you have unrestricted access:

3. Enter the PARIS ID or next best search criteria and click **Search**.
Your search results display.
4. **Select** the client record to view.
The Break Glass Viewer displays the Break Glass details for the client record in question.

	<p>Accessing the Break Glass Viewer triggers the Break Glass Process unless you have:</p> <ul style="list-style-type: none">• an open referral for the client• the client currently open• unrestricted access
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When you have restricted access or your team does not have an open referral for the client:

3. Perform the Person Search and all documented steps for [Breaking Glass](#) (Steps 1 through 7).
The Break Glass Viewer displays the Break Glass details for the client record in question.

[Click here to see what the Break Glass process looks like](#)