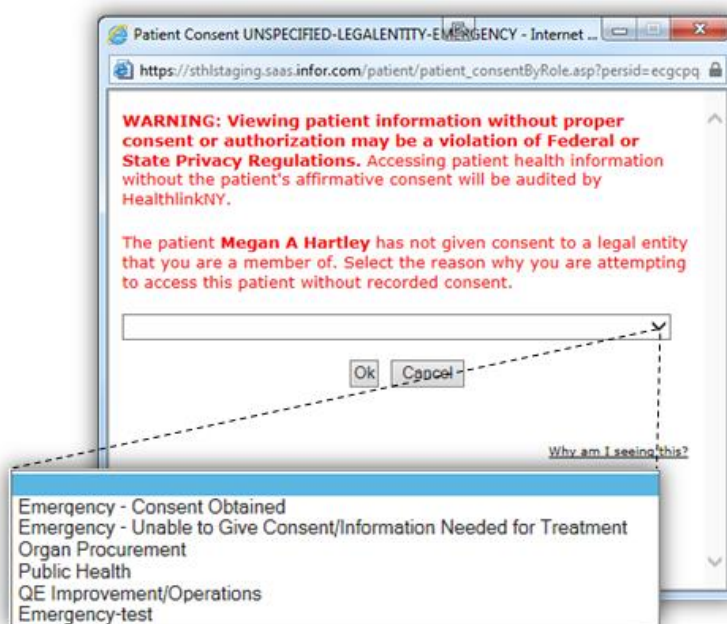


# Accessing a Patient Record and Break the Glass

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**Accessing patient information in the HealthlinkNY Health Information Exchange (HIE) is controlled by patient consent choices.**

It is very important that these consent choices are properly collected and recorded to enable appropriate access to information within the HIE. A patient grants consent for each legal entity, if they have not granted your legal entity consent; you will be prompted with the following pop-up warning.



Under certain circumstances, emergency access to a patient's record who has not given consent is acceptable. This type of access is referred to as "Break the Glass" access and **every access of this type is audited by HealthlinkNY for validity within 24 hours of access.**

It is important that you only break the glass if **"emergency access is medically necessary."** You may **ONLY** Break the Glass if all the following conditions are met:

1. An emergency situation exists whereas
    - a. The patient is in immediate need of medical attention and an attempt to secure consent would result in a delay of treatment, increasing the risk to such patient's life or health
    - b. Information that may be held or accessible via HealthlinkNY may be the material necessary for the treatment of such patient
    - c. Such patient (or his/her legally authorized representative) has not denied consent to access such patient's information through HealthlinkNY
- OR-**
2. Access is for the purpose of public health reporting