

Virtua Introduces Break the Glass Initiative

Virtua Health is committed to safeguarding the privacy and security of all patients' personal health information (PHI). This includes protecting the PHI of colleagues who receive care at Virtua facilities. To further enhance colleague privacy and address any concerns regarding who can access their medical records, Virtua will launch the Break the Glass initiative on **Tuesday, June 28**.

Below, please find commonly asked questions and answers regarding Break the Glass.

What is Break the Glass?

Break the Glass is an additional privacy functionality in Epic. It places security checks on the patient records of colleagues to ensure that only the appropriate users have access to the information they contain.

Break the Glass is commonly used by organizations that utilize Epic, including Penn Medicine and Jefferson Health. It helps safeguard protected health information and supports HIPAA and other privacy and security regulations.

How does Break the Glass work?

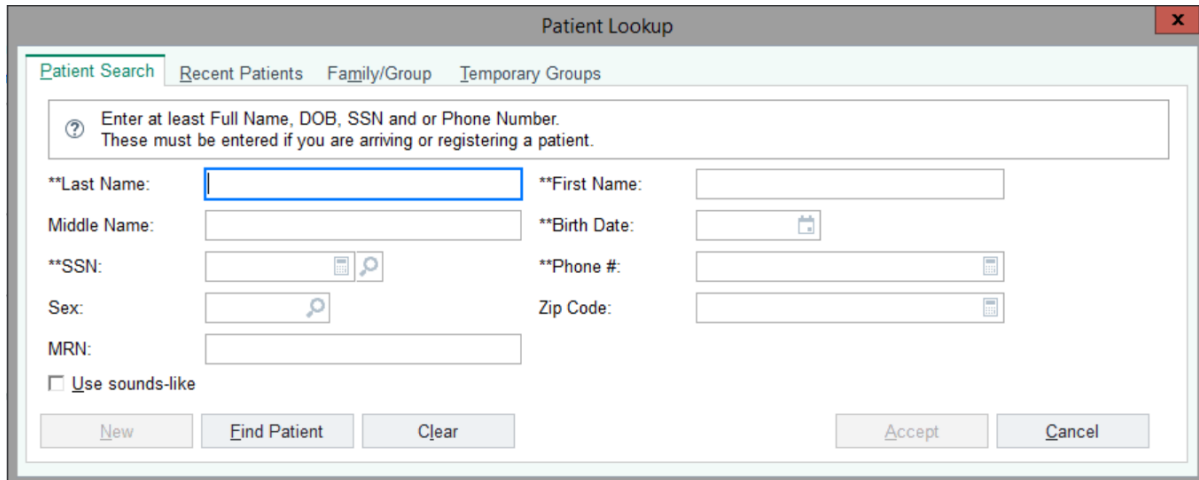
When an Epic user attempts to access the electronic medical record of another Virtua colleague, that person will receive an alert. The alert requires the colleague to verify that they are accessing the record for a legitimate, job-related purpose. This is known as "breaking the glass."

When is Break the Glass triggered in Epic?

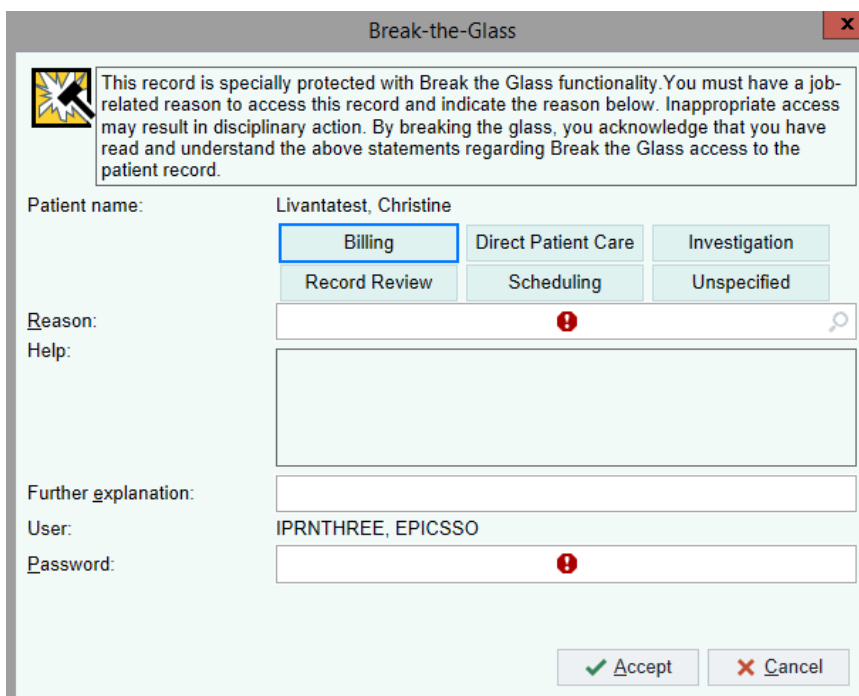
Break the Glass messaging appears when a user attempts to access the patient record of a Virtua colleague for a clinical activity or to complete a medical form. Epic will **not** impose Break the Glass if a user attempts to access the patient's record for a registration activity or to complete a registration form. **Note:** once a user breaks the glass, they will have seven days to access the patient record without having to repeat the process.

How does Break the Glass appear on Epic?

Step 1: From “Patient Lookup,” user performs a patient search.



Step 2: The Break the Glass window informs the user that the patient chart is restricted, prompts the user to provide the reason needed to access the patient chart, and requires the user to re-authenticate Epic credentials before granting access to the chart.



Step 3: Once the user re-authenticates, the patient record opens as expected. This sample patient has Break the Glass logic for the patient type “Employee.”



This FAQ will be available on the VINE under Virtua News and will be shared in tomorrow’s edition of *By Design*. If you have any additional questions about the Break the Glass initiative, please contact dgirard1@virtua.org. We encourage you to share this information with your team members to encourage confidence in the confidentiality of their health data.